



PACIFIC SERVICES CANADA LIMITED

MULTI-YEAR ACCESSIBILITY PLAN PURSUANT TO THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

1. Statement of Commitment

Pacific Services Canada Limited (“**PSCL**”) is committed to meeting the applicable requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Integrated Accessibility Standards Regulations* (together, the “**AODA**”). We strive to provide our services in a way that respects the dignity and independence of people with disabilities, and are committed to meeting the needs of individuals with disabilities in a timely manner.

This document is the accessibility plan (the “**Accessibility Plan**”) for PSCL and outlines PSCL’s policies, practices and actions to improve accessibility for individuals with disabilities and to meet the requirements of the AODA.

2. Customer Service, Feedback

PSCL has developed an accessibility policy in respect of customer service, along with appropriate feedback mechanisms with respect to that policy. PSCL has procedures in place to notify client representatives with disabilities of service disruptions to the accessible parts of our offices and to prevent such disruptions to the extent reasonably possible.

3. Training

PSCL will ensure that training is provided to employees, volunteers, and other staff (including all persons who participate in the development of our policies and provide goods and services on our behalf) regarding AODA and the Ontario Human Rights Code as it pertains to individuals with disabilities as required by AODA. The content and delivery of such training will be determined based on the job duties of employees, volunteers, and other staff and in consultation with PSCL’s internal training resources.

4. Information and Communications

PSCL is committed to meeting the communication needs of individuals with disabilities. PSCL will, in consultation with such individuals, provide information and communications in an accessible format in a timely manner. Such information and communications will be provided at no cost or at a cost that is no more than any regular cost.

5. Employment

PSCL is committed to accessible employment practices and to removing any barriers that prevent or hinder the recruitment, retention, and career development of employees with disabilities. PSCL will take the following steps to ensure compliance with AODA:



- Notify our employees, potential candidates, and the public that PSCL accommodates people with disabilities as required by law, at all times during the recruitment and selection process and during the course of employment, including making such information available in accessible formats;
- Provide individual workplace emergency response information to employees who have a disability;
- Take into account the accessibility needs of its employees in its performance management, career development/advancement and deployment processes; and
- Develop individual accommodation and return-to-work plans whenever appropriate.

6. Modification of the Accessibility Plan

The Human Resources Department of PSCL will be responsible for ensuring that PSCL implements the obligations contained in this document, and will review and update this Accessibility Plan at least once every five years.

This document is available in accessible formats. To obtain a copy of this document in an accessible format, or for more information regarding our Accessibility Plan, please contact:

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