

Integrated Accessibility Standards Policy

Information and Communications, Employment

Introduction

This policy, which has been established in compliance with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*, aligns with Manulife’s commitment to treat all employees in a way that respects their dignity and independence. This policy will be implemented in accordance with the time frames established by the Regulation.

Commitment

Manulife is committed to treating all employees in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with the *Accessibility for Ontarians with Disabilities Act*.

Multi-Year Accessibility Plan

Manulife will develop, maintain and document a Multi-Year Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company’s internal and external websites. Upon request, Manulife will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

Self-Service Kiosks

Manulife will continue to have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

Training Employees and Volunteers

Manulife will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities to:

- all its employees and volunteers;
- all persons who participate in developing Manulife’s policies; and
- all other persons who provide goods, services or facilities on behalf of Manulife.

The training will be appropriate to the duties of the employees, volunteers and other persons. Training will be also provided when any changes are made to Manulife’s accessibility policies. Manulife will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Manulife will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Support

Upon request, Manulife will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability.

Manulife will consult with the person making the request in determining the suitability of an accessible format or communication support.

Manulife will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Manulife will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

Manulife will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Manulife will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Manulife will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Manulife will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Support

Manulife will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as is practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Manulife will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Manulife will consult with the employee making the request.

Workplace Emergency Response Information

Manulife will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Manulife is aware of the need for accommodation due to the employee's disability. Manulife will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Manulife will, with the consent of the employee, provide the workplace emergency response information to the person designated by Manulife to provide assistance to the employee.

Manulife will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Manulife maintains a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to Work Process

Manulife maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Manulife will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute.

Performance Management, Career Development and Advancement, and Redeployment

Manulife takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications, and Employment. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact us at accessibility@manulife.com or **1-855-891-8671**.

