



AIG Insurance Company of Canada Multi-year Accessibility Plan

AIG Insurance Company of Canada (“AIG Canada”) has established this Multi-year Accessibility Plan (the “Plan”), and it is reviewed no later than every five years to ensure the appropriate policies, practices and procedures are in place to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*. The Plan was established in January 2012 and was last reviewed in June 2022. The next full review is scheduled for 2027.

1 Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) aims to accomplish its goal of accessibility in Ontario through the implementation and enforcement of accessibility standards. The accessibility standards are the rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers to accessibility. The Act and its underlying regulations set out the following accessibility standards:

- *Customer Service Standards*
- *Information and Communications Standards*
- *Employment Standards*
- *Transportation Standards*
- *Design of Public Spaces Standards*

2 Statement of Commitment

AIG Canada is committed to providing persons with disabilities every reasonable effort to be treated with respect for their dignity and independence. This includes providing a diverse, inclusive and barrier-free environment, resulting in an accessible organization for employees, customers, and qualified applicants by:

- giving people with disabilities the same opportunity to access the company’s insurance products and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers;



- ensuring that staff members are trained and are familiar with various assistive devices that may be used by customers with disabilities while accessing AIG Canada's insurance products and services;
- making available documents related to the Accessibility Standard for Customer Service upon request to AIG Canada's Ombudsman and in a format that takes into account the customer's disability; and
- communicating with people with disabilities in ways that take into account the individual's disability.

AIG Canada also strives to achieve a workplace for all employees that is free of discrimination on the basis of medical condition, physical disability or mental disability.

3 Customer Service Standards

AIG Canada has established policies, practices and procedures to take into account a person's disability. AIG Canada's practices also require training of all employees on how to interact and communicate with people with various types of disabilities.

When servicing persons with disabilities, AIG Canada welcomes persons with disabilities who are accompanied by their support person or service animal. AIG Canada also makes available use of assistive devices, including Relay Service and requests for documents in other formats that suits a person's disability. Persons with disabilities may use their own assistive devices as required when accessing services provided by AIG Canada. In cases where the assistive device presents a safety or system security concern or where accessibility might be an issue, other reasonable measures are used to ensure the access of services.

4 Information and Communications Standards

The Accessibility Standard for Information and Communications improves access to various sources of information for people with disabilities. AIG Canada's websites interact with assistive devices and have the ability to expand or request larger print/fonts. AIG Canada has also taken steps to ensure that its internet websites and the content on those sites conform to WCAG 2.0, Level AA.



5 Employment Standards

The Accessibility Standard for Employment makes accessibility a normal part of finding, hiring and communicating with employees who have disabilities. AIG Canada has implemented employment-related policies, practices and programs respecting all employees with disabilities. The company will continue to identify where it may need to update these policies, practices and programs to include any new requirements within the date they take effect, including with respect to the following areas:

- Recruitment, retention, career development and performance management;
- Disability accommodation and supporting reference materials;
- Accessible formats & communication support for employees;
- Return to work plans for individuals who have been absent due to disability; and
- Internal communication will be distributed to all employees to support accessibility awareness, policy requirements and/or program changes.

AIG Canada provides individualized emergency response information to employees with known disabilities, tailored to each employee's need, if the disability requires it.

6 Transportation Standards

The Transportation Standards do not currently apply to AIG Canada. However, this will continue to be monitored to reassess if there is a change in the company's core business or strategic direction.

7 Design of Public Spaces Standards

The Design of Public Spaces Standards (Accessibility Standards for the Built Environment) do not currently apply to AIG Canada. However, this will continue to be monitored to reassess if there is a change in the company's core business or strategic direction.



8 Notice of Temporary Disruptions

AIG Canada provides notice of a disruption of services as soon as AIG Canada has become aware of an interruption, to the public and employees by the following methods (as appropriate in the circumstances):

- Company's website
- Postings in and around company facilities
- Employee notification system
- Contacting customers with appointments, and verbally notifying customers when they are making a reservation or appointment

9 Training

Employees of AIG Canada who regularly interact with the public within the province of Ontario and elsewhere in Canada are trained to deal with individuals with disabilities and on Ontario's accessibility laws. Training is conducted on an annual basis and includes all new hires.

10 Feedback

Individuals who wish to provide feedback on the way AIG Canada provides its insurance products and services to people with disabilities can contact the company's Ombudsman. If complaints are received, these will be addressed according to the procedure outlined in the company's [Complaint Resolution Policy](#).

The Ombudsman may be contacted at the following address:

Ombudsman
AIG Insurance Company of Canada
120 Bremner Boulevard, Suite 2200
Toronto, ON M5J 0A8
Email: AIGCanadaOmbudsman@aig.com
Toll-free: 1-800-387-4481
Facsimile: (416) 596-3006