



Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Duliban Insurance Brokers Ltd. to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Duliban Insurance Brokers Ltd. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and seek to fulfill the requirements outlined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. Our goal is to ensure that everyone has equal access to information or items they will otherwise need in order to conduct business with Duliban Insurance Brokers Ltd in a manner that respects the dignity of every person.

Multi-year Accessibility Plan

This plan is in effect from (January 1, 2024) to (December 31, 2028). This plan is reviewed at least every five years to ensure that quality of service and experience remains relevant to all parties engaging with Duliban Insurance Brokers Ltd.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact our Human Resources department at 1-855-385-4226 ext. 439/721, or via email at hr@dulibaninsurance.com. This communication is also made on our website that it would be provided upon request.

Accessible formats for any documents requested by any clients, community members or stakeholders will be made available within a reasonable time frame and free of charge.

Completed Initiatives

Duliban Insurance Brokers Ltd. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Information and Communication Standards

- Policies posted to Duliban Insurance Brokers' website outlining policies, training implemented, and processes for requesting information in an accessible format, including contact information
- Updated company website to be accessible to be read with screen readers and other AODA-compliant supports

Employment Standards

- Continuing in our commitment to equitable hiring practices
- Training in AODA legislation and customer service guidelines for all team members at the time of hire
- Revision of all AODA policies and IASR policies, along with a widespread team member training conducted
- Ongoing implementation of streamlined accommodation process for team members

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Accessible features constructed in new spaces (ie: ramps, adjustable desks, accessible restrooms)
- Implementation in other office locations where it has been feasible/reasonable

Self-Serve Kiosks

- Implementation of Self-Serve Kiosk options for clients to access their policy documents and pink slips
- Implementation of the Duliban Hub to provide electronic access for all information on employment and job responsibilities for all employees

Training

- Implementation of Duliban Academy an online, on-demand training platform for employees to learn about company procedures, gain knowledge on insurance and to understand Duliban Academy
- Options for closed captioning on videos so you can read instead of watch the video on some options
- Utilization of third party training in similar formats for onboarding and general knowledge training
- Options to have alive instructor or on-demand depending on the nature of the training
- Courses on demand to be completed at their own pace and try to accommodate as a best practice to move through videos at their own pace

Customer Service Standards

- Implementation of accessibility options on our company website
- Accessibility features have been integrated into self-serve kiosks which will be monitored on an ongoing basis
- Revised company policies pertaining to Customer Service in compliance with AODA regulations which was reviewed in training with all staff
- Provision of policies, including definitions and policies pertaining to AODA-relevant items (ie: service animals, support people attending appointments) posted on company website
- Messaging of service disruptions made available to the public through a variety of platforms (ie: physical signage, email communication, etc)

New and Ongoing Initiatives

Duliban Insurance Brokers Ltd. plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Information and Communication Standards

- Reviewing feedback as it is received from newer channels to continue to adjust services appropriately
- Continue to work with our partners to ensure that information provided to clients is in a format that is accessible
- Ensure future communications to clients have the ability to be made into accessible formats if they are not already. Continue to audit this as we move forward

Employment Standards

- Continuing to monitor implementation of policies and procedures

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Ongoing updates to existing office spaces as Duliban Insurance Brokers is able and as is reasonable
- Will meet accessibility requirements in major renovations or acquisition of new facilities

Self-Serve Kiosk

- Is committed to continue to incorporate additional accessibility features for people with disabilities as we design and build on the platform

Training

- Is committed to providing training in the requirements of the Ontario's accessibility laws and the Ontario Human Rights Code as it applied to people with disabilities.
- As new content is created or others revised to more easily have the ability to provide in different formats from the onset

Customer Service Standards

- Ongoing training initiatives and expounded policy information has been integrated into onboarding material, which will be carried out with all new hires