

Introduction

TCW Services Canada (“TCW”) is proud to make its services accessible to all persons, including those with disabilities. Our accessibility plan is an extension of our How It Should Be Campaign, which aims to bring equality, diversity, education, awareness, and justice to light. Additional information about our How It Should Be Campaign is available at www.tcwglobal.com/giving-back. We hope to inspire other individuals and companies to commit to the cause, to push forward with enlightenment, to actively engage, and ultimately to institute positive change.

Our Accessibility Commitment

TCW is committed to the principle of equal access for all disabled persons, including customers, clients, candidates, and Workers. We strive to always provide our services and opportunities in a way that respects the dignity and independence of people with disabilities; in accordance with the *Accessibility for Ontarians with Disabilities Act* (“AODA”) and the *Ontario Human Rights Code*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how TCW will play its role in making Ontario an accessible province for all Ontarians. As an Employer of Record, we expect our clients to also maintain these high standards and commit themselves to the principle of inclusion.

Past Achievements to Remove and Prevent Barriers

TCW takes the following measures to maintain its commitment to those with disabilities:

Customer Service

TCW has remained in compliance with Ontario’s [Customer Service Standard](#) by training Workers on how to interact and communicate with people with disabilities, providing communication support for all online services and websites, providing notice of temporary disruption of services in an accessible format as circumstances require, and making available invoices and other documents in an accessible format upon request at no additional cost. Training is also provided to all internal employees providing services on TCW’s behalf. That includes TCW’s policies related to the Customer Service Standard and what to do if a person with a disability is having difficulty in accessing our websites or other online services. To date, no customer feedback has been submitted to address our accessibility measures. However, feedback can be submitted to any one of our agents 24 hours a day, Monday through Friday, at the following toll-free number: +1 888-388-8873 or by emailing hello@tcwglobal.com. All feedback, including complaints, will be reviewed within 24 hours and our compliance team will implement any needed procedural changes to improve our accessibility to those with disabilities.

Information and Communications



TCW strives to make its online services and websites available to individuals with disabilities. We meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 requirements. In addition, we have made our agents available by telephone and email, 24 hours a day, Monday through Saturday, to assist users having difficulty navigating our websites or utilizing any of our online services.

Employment

TCW is committed to fostering an inclusive workplace where all employees are treated with dignity and respect. TCW notifies employees and potential hires that reasonable accommodations can be made during the recruiting and hiring processes. We have a process in place to create individual accommodation plans and return to work plans with and for persons with disabilities based on their unique situation. Although we often are not involved in hiring and recruitment, we do expect our clients to maintain the same accessibility standards.

Strategies and Actions for Future Progress

Moving forward, TCW commits to the following measures to continue removing and preventing barriers for people with disabilities:

Customer Service

TCW will continue to train Workers on how to interact and communicate with people with disabilities. Each new Ontario Worker will be required to complete training on Ontario's Customer Service Standard within 90 days of hire. Each internal employee providing services in Ontario will also be required to complete the training.

Information and Communication

TCW is committed to making our information and communications accessible to people with disabilities. We will continue to stay current with web accessibility standards and to implement improvements to our websites and online services that make the content more accessible.

Employment

TCW strives to foster an inclusive and respectful workplace. We will continue to make reasonable, individual accommodations available to candidates and Workers. We will continue to work with clients who share our values. Together, we will continue to search for and remove potential barriers to accessibility in employment.

Employees

The need for accommodation may be identified through a request by an employee.



Employees who believe they need accommodation due to disability are responsible for requesting accommodation from their supervisor, either orally or in writing. TCW encourages employees to make their request in writing and to include relevant information, such as:

- A description of the accommodation being sought.
- The reason accommodation is needed.
- How the requested accommodation will assist in performance of job functions.

Response to Accommodation Requests

Accommodations are individualized to reflect the employee's particular needs and circumstances, short of causing undue hardship to TCW. The employees' accommodation preferences will be considered but are not determined.

Examples of possible accommodation solutions may include:

- Modifying the employee's work location or work schedule.
- Creating a graduated return to work plan.
- Modifying the way that the employee's work is performed.
- Providing assistive devices for performing work tasks.
- Modifying equipment that is used by the employee.
- Modifying the workplace itself.
- Providing information in accessible formats.

Where necessary, interim accommodation may be provided while longer-term solutions are developed. An employee's accommodation needs or TCW's organizational requirements may change over time and, as such, any accommodation provided will be monitored and may require adjustments to improve effectiveness or efficiency.

No Reprisals

No reprisal or penalty will be taken against a person for requesting accommodation in good faith.

For More Information

For more information on this accessibility plan, please contact compliance@tcwglobal.com or +1 888-388-8873. Standard and accessible formats of this document are free on request.