



AODA POLICY

Reasons for Policy

TCW Services Canada (“TCW”) is committed to meeting its current and ongoing obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) regarding providing its services to people with disabilities. This policy outlines the responsibilities of our staff and representatives in providing goods, services, and opportunities to people with disabilities. This policy applies to services by TCW in the province of Ontario and to all TCW employees who work in Ontario.

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.

TCW understands that its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law. TCW is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

We are committed to excellence in serving all, including those with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Accessibility Measures

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

Communication

We will communicate with people with disabilities in ways that consider their disability. We meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 website requirements. Any users having difficulty navigating our websites, utilizing any of our online services, or reading our workplace information or other written material can contact one of our agents 24-hours a day, Monday through Saturday, at the following toll-free number +1 888-388-8873, local number +1 437 889 3322, or by emailing hello@tcwglobal.com. We will work with that person or their support person to determine what method of communication works for them.

Assistive Devices

People with disabilities will be permitted to use their own assistive devices. If an assistive device may pose a risk to the health and safety of others on the premises, TCW will accommodate by providing an alternative where possible.

Notice of Temporary Disruption



In the event of a planned or unexpected disruption to our services for customers, clients, candidates, or Workers with disabilities, we will promptly issue an email or post an online notice of the disruption on our websites and online services including information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Training

TCW provides accessibility training to all Workers in Ontario within 90 days of being hired, which includes:

- The purpose of AODA and the requirements of the customer service standard,
- How to interact and communicate with people with various types of disabilities, and
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

Training is also provided to all internal employees providing services on our behalf. That includes TCW's policies related to our customer service standard and what to do if a person with a disability is having difficulty in accessing our websites or other online services.

Billing

We are committed to providing accessible invoices to all our clients. Invoices can be provided in an alternative format upon request. We will answer any questions about the content of an invoice by telephone or email.

Employment

TCW welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process and upon hire. Our compliance team will put individual accommodation plans together with and for persons with disabilities based on their unique situation. That process includes gathering information from the individual to assess their needs, identifying the most appropriate accommodations with the individual and writing them down along with any reasons for denying an accommodation, implementing the plan, and reviewing the plan with the individual at an agreed upon time. If an individual is returning from disability leave, our compliance team will follow the same process to develop a return-to-work plan with the individual, implement it, and review it at an agreed-upon time. Although we often are not involved in hiring and recruitment, we do expect our clients to maintain the same accessibility standards.

Feedback

TCW welcomes feedback on how we address accessibility. Customer feedback will help us identify barriers and respond to concerns. Our employees' email signatures include a link to an online submission form. Additionally, anyone can contact one of our agents 24 hours a day, Monday through Saturday, at the following toll-free number, +1 888-388-8873, local number +1 437 889 3322, or by emailing hello@tcwglobal.com. All feedback, including complaints, will be reviewed within 24 hours. Our



compliance team will implement any necessary procedural changes to improve our accessibility to those with disabilities.

Notice of Availability of Documents

TCW will notify the public that documents related to accessible customer service are available upon request by posting a notice on www.tcwglobal.com. Communication support is available on request. We will provide the accessible format in a timely manner and at no additional cost.

Modification of Other Policies

Any policies of TargetCW that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Administration

TCW Compliance is responsible for the administration of this policy. If customers or employees have any questions regarding this policy, they may contact compliance@tcwglobal.com.