

Accessibility Plan

Pursuant to the Accessibility for Ontarians With Disabilities Act, 2005 (“AODA”)

This Accessibility Plan (“the Plan”) for BCD Travel Canada ULC (“BCD Travel Canada”) outlines the policies, practices and actions that BCD Travel Canada will implement in its Ontario operations over a multi-year period to improve accessibility for individuals with disabilities. The Plan also incorporates and references BCD Travel Canada’s existing accessibility policies made in compliance with all applicable laws.

Statement of Commitment

BCD Travel Canada is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. BCD Travel Canada’s commitment to ensuring accessible service is part of our overall objectives of meeting the needs of all individuals while promoting diversity and equal opportunity. As an organization, we respect and uphold the requirements set forth under the AODA and its associated regulations.

BCD Travel Canada understands that we have a responsibility for ensuring equal access in a safe and welcoming environment for everyone. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. In addition, we believe in integration and are committed to meet the needs of individuals with disabilities in a timely and effective manner. We endeavour to ensure our organization’s compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices as required and as organizational changes occur, or in anticipation of compliance deadlines.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact HRSC@bcdtravel.com.

Our Commitment is demonstrated in the areas of:

Customer Service

BCD Travel Canada maintains an accessibility policy in respect of customer service, along with appropriate feedback mechanisms regarding that policy. All goods and services provided by BCD Travel Canada will follow the principles of dignity, independence, integration, and equal opportunity. This policy meets the requirements of the customer service standards included in the Integrated Accessibility Standards Regulation under the AODA. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves. We remain committed to complying with this policy and will review it on an ongoing basis for any required changes in order to promote accessibility within our organization.

BCD Travel Canada has procedures in place to notify the public of service disruptions to the accessible parts of our offices and to prevent such disruptions to the extent reasonably possible.

Training

BCD Travel Canada has completed the training required by the Accessibility Standards for Customer Service under AODA and will continue to provide updated training to new staff as required.

BCD Travel Canada will ensure that training is provided to employees, volunteers and other staff regarding AODA and the Ontario Human Rights Code as it pertains to individuals with disabilities as required by AODA. The content and delivery of such training is determined based on the job duties of employees, volunteers and other staff and in consultation our internal training team. BCD Travel Canada maintains records of the training provided, including when the training was delivered and how many people took the training.

Information and Communications

BCD Travel Canada is committed to meeting the communication needs of individuals with disabilities. BCD Travel Canada will, in consultation with such individuals, provide information and communications in an accessible format in a timely manner and at no additional cost to the individual. BCD Travel Canada will continue to develop practices to ensure that it can make information accessible to individuals with disabilities upon request.

BCD Travel Canada will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request. Individuals will be notified about the accessibility of feedback processes in accordance with AODA.

BCD Travel Canada will ensure that our website, and where applicable, web content, conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as required by AODA, and will refer to the legislation for specific compliance deadlines and requirements.

Employment

BCD Travel Canada is committed to accessible employment practices and to removing any barriers that prevent or hinder the recruitment, retention and career development of employees with disabilities, including taking the below steps to ensure compliance with AODA:

- Notify our employees, potential candidates and the public (including via our recruitment website) that BCD Travel Canada accommodates people with disabilities as required by law, at all times during the recruitment and selection process and during the course of employment, including making such information available in accessible formats.
- If an employee with a disability requests it, BCD Travel Canada will provide or arrange for the provision of accessible formats and communication supports for the following:
 - Information needed in order to perform his/her job; and
 - Information that is generally available to all employees in the workplace.

BCD Travel Canada will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

- The Human Resources and leadership teams at BCD Travel Canada will be trained with respect to accommodations for persons with disabilities to ensure that the needs of employees with disabilities are considered in performance management and career development processes and strategies.
- BCD Travel Canada will ensure its continuing commitment to developing individual accommodation and return-to-work plans whenever appropriate.
- The accessibility needs of employees with disabilities will be considered in the event of redeployment individual accommodation will be consulted, as required.

Accessible Emergency Information

BCD Travel Canada is committed to providing clients and other third parties with any publicly available emergency information in an accessible manner, upon request.

We will also provide employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. BCD Travel Canada takes steps to determine whether employees require individualized emergency response information as part of our on-boarding process for new employees and our continuing occupational health and safety planning.

Design of Public/Client Spaces and Kiosks

BCD Travel Canada will meet accessibility laws in respect of the design of public and client spaces when building or making major changes to these spaces, including meeting rooms, reception and waiting areas. BCD Travel Canada ensures that our leadership and facilities teams are fully aware of AODA requirements and will work with relevant designers, engineers, builders, and third parties involved in the builds or modifications to ensure that all necessary requirements are met.

Following a review of our operations, it has been determined that BCD Travel Canada does not maintain kiosks. However, in the event kiosks are acquired or operated in future, BCD Travel Canada will incorporate accessibility features and consider accessibility requirements for people with disabilities when designing, procuring or acquiring such kiosks.

Changes to Existing Policies/Plan

BCD Travel Canada will review existing AODA policies and plan at least once every five years and will make modifications or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

For more information regarding the Plan, please contact: HRSC@bcdtravel.com.