

# Allianz Global Risks US Insurance Company (also marketed under “AGCS” Allianz Global Corporate & Specialty)

## AGCS Canada- Accessibility Plan

### Introduction

This accessibility plan outlines the steps AGCS Canada is taking to meet the accessibility requirements and to improve opportunities for people with disabilities. Our plan shows how AGCS Canada will play its role in making Ontario an accessible province for all Ontarians.

### Statement of Commitment

AGCS Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

In this same spirit of commitment, Allianz SE, the parent company of AGCS, officially began its eight year worldwide partnership with the Olympic and Paralympic Movements on January 1, 2021, building on a collaboration with the Paralympic Movement that began in 2006. As the Worldwide Insurance Partner of the International Olympic Committee and International Paralympic Committee, Allianz companies around the world are now supporting the athletes, teams, volunteers and fans that are a part of the Olympic and Paralympic Movements.

### Strategies and Actions

#### Customer Service

AGCS Canada is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. All AGCS Canada staff are trained on the Customer Service Standard within 30 days of beginning their employment with AGCS Canada.

#### Information and Communications

AGCS Canada is committed to meeting the communication needs of people with disabilities.

We will consult with people with disabilities to determine their accommodation needs, as notified.

AGCS Canada will take the necessary steps to ensure all new websites and content on those sites, conform to the Accessibility Standards requirements.

AGCS Canada will take the necessary steps to ensure that all feedback processes and communication mechanisms are available and will be provided in an accessible format, as requested.

AGCS Canada will take the necessary steps to ensure all publicly available information and material is made accessible, upon request.

## Employment

AGCS Canada is committed to fair and accessible employment practices. We accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

AGCS will continue to inform its employees of its policies, and any updates to those policies, used to support employees with disabilities. This information is provided to new employees at the time employment starts or shortly thereafter.

AGCS will take the necessary steps to ensure the accessibility needs of employees with disabilities are taken into account with our internal systems including performance management, career development and other employee self-service tools.

AGCS Canada will take the following steps to prevent and remove other accessibility barriers identified by:

- Educating managers in the hiring process
- Educating managers in the Human Rights Process
- Updating employee handbook on accessibility requirements and changes, and communicating to all employees in a timely manner.

AGCS Canada has a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

## Training

AGCS Canada is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best meets the duties of employees and other staff members.

AGCS Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Deliver training to all employees and other staff.
- All new employees will be required to complete the AODA training within the first month of their employment start date.
- All employees will be trained as changes are made to the AODA policy within a timely manner

## For More Information

For more information on this accessibility plan and for accessible formats of this document, please contact Christine Goldsack at:

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