

## **Multi-year Accessibility Plan (AODA) to 2025**

### **About RRJ Insurance Group Limited**

In 2020, we rebranded to KRGinsure, using one single operating name for all of our offices. Our footprint is extensive (six offices throughout Southern Ontario) and strong. We have earned a reputation for being dedicated, focused, knowledgeable and thorough. KRGinsure has grown to be one of Ontario's largest independent brokerages, which allows us the opportunity to attract highly skilled professionals and focus on building long-term relationships with our clients and insurance partners.

### **AODA**

RRJ 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. We respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and will work to prevent creating new barriers. We will ensure that persons with disabilities are provided with equal opportunities, and we're committed to meeting the needs of individuals with disabilities in a timely and integrative manner, that respects their dignity and independence.

### **Completed Initiatives**

RRJ has completed the following initiatives to comply with the *Integrated Accessibility Standards Regulation*. We initiated a Customer Service Accessibility Policy for all employees to understand and follow our AODA initiatives, and to help us to continue to meet accessibility obligations and requirements.

- All employees receive training on how to interact and communicate with people with disabilities, that considers their disability
- We are committed to providing fully accessible telephone communication for all clients, advising our staff to be clear, use plain language and speak slowly if and when required
- We are committed to serving people with disabilities who use assistive devices and will ensure our staff are trained or familiar with various devices that may be used (that are available to us) when a person with a disability is trying to access our services
- Our billing, invoices and client statements will be available in various formats, upon request. We will respond to inquiries regarding the content of our statements by the client, whether in person, telephone or email; however, we will be mindful of privacy requirements in order to ensure our clients' protection
- We are committed to welcoming people with disabilities who are accompanied by a service animal, on the parts of our premises that are open to the public. We will ensure that staff, volunteers and any other individuals dealing with the public are trained on how to interact with people with disabilities who are accompanied by a service animal
- We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability, who is accompanied by a support person will be allowed to enter RRJ's premises that are open to the public, with their support person
- RRJ will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services that are usually used by people with disabilities. The notice will be available on our website (<https://www.krginsure.com/>) and will include the reason for the disruption, its anticipated duration and if there are alternate facilities or services available to them
- RRJ provides training for all employees, volunteers and others who deal with the public or other third parties, on their behalf, and those who may be involved in the development of approvals of customer service policies, practices and procedures. Training is provided in various formats and will take place within the first 60 days from when an employee begins their duties with RRJ.

Training will include the following:

- The purpose of the AODA Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to learn about the use of various assistive devices that may be available on our premises, if/when applicable
- What to do if a person with a disability is having difficulty in accessing RRJ's products or services
- Staff will be trained on policies, practices and procedures that affect the way RRJ's services are provided to people with disabilities. They will also be trained on an ongoing basis whenever changes or updates are made to these policies, practices and procedures. We maintain records (copies of training completion certificates) in our personnel files

### **Ongoing**

RRJ is committed to keep up to date and continue meet compliance requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), by using the established initiatives outlined above, as well as update and make improvements to our multi-year plan on an ongoing basis, if and when required.

### **Information and Communication**

We will endeavor to continue to provide alternative formats and various options for accommodation, upon request. Our website meets the WCAG 2.0 Level AA requirements; and was recently updated to allow custom accessibility adjustments to be made by anyone who visits and needs to use these adjustments in order to learn about KRGinsure and the services we offer. ( <https://www.krginsure.com/>).

### **Employment**

RRJ continues its commitment to include all individuals in our hiring practices and will arrange for the provision of suitable accommodation to meet with an applicant's accessibility needs, upon request.

### **Training**

Our training practices are reviewed and updated regularly to continue to meet and comply with the AODA requirements. Training records for each individual are maintained by filing completion certificates in our personnel files.

### **Customer Service**

RRJ continues their commitment to providing accessible customer service to people with disabilities, at the same high level of quality service provided to all people.

### **Multi-Year Accessibility Plan (AODA)**

This multi-year plan is reviewed and updated at least every five years (recent update August 2023). If you have any questions or concerns about this plan or the initiatives outlined, or if you would like to receive a copy of the plan in a different accessible format, please contact:

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