

## Objective of the Policy

To govern the provision of KPMG services in accordance with Regulation 191/11, *Integrated Accessibility Standards* ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

KPMG is governed by this Policy as well as the Accessibility Standards for Customer Service Policy in meeting the accessibility needs of persons with disabilities.

## Definition of Terms

AODA – *Accessibility for Ontarians with Disabilities Act, 2005*

Barrier – As defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Customer and Client – For the purposes of this policy, the terms "customer" and "client" are used interchangeably.

Disability – As defined by the AODA and the Ontario *Human Rights Code*, means:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
2. a condition of mental impairment or a developmental disability,
3. a learning disability or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario *Workplace Safety and Insurance Act, 1997*.

Employee – Refers to all KPMG Employees (including full-time, reduced work arrangement, temporary, intern/co-op, casual and summer).

Personnel – Refers to all KPMG partners, Employees, contractors & volunteers.

Regulation – Refers to the *Integrated Accessibility Standards* enacted under the AODA.

"We" and "Our" means KPMG and its Personnel.

## Policy Statements

KPMG 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 persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

This policy will be implemented in Ontario in accordance with the time frames established by the Regulation.

## **KPMG's commitment to Accommodation**

KPMG is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause KPMG undue hardship.

## **GENERAL STANDARDS**

### **Accessibility Plan**

By January 2014, KPMG will establish, implement, maintain and document a Multi-Year Accessibility Plan outlining KPMG's strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with the AODA.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on KPMG's website. Upon request, KPMG will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

### **Training Personnel and Other Persons**

By January 2015, KPMG will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities to:

- all its Personnel;
- all persons who participate in developing KPMG's policies; and,
- all other persons who provide goods, services or facilities on behalf of KPMG.

The training will be appropriate to the duties of the Personnel and such other persons.

Personnel and such other persons will be trained when changes are made to KPMG's Integrated Accessibility Standards Policy. New Personnel and such other persons will be trained as soon as practicable.

KPMG will keep a record of the training it provides, including the dates on which the training is provided and the number of individuals to whom it is provided.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Accessible Websites and Web Content**

By January 2014, KPMG will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this requirement is impracticable.

### **Feedback**

By January 2015, KPMG will ensure that KPMG's process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. KPMG will notify the public about the availability of accessible formats and communication supports.

## **Accessible Formats and Communication Supports**

By January 2016, upon request, KPMG will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities. KPMG will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

KPMG will consult with the person making the request in determining the suitability of an accessible format or communication support.

KPMG will also notify the public about the availability of accessible formats and communication supports.

## **EMPLOYMENT STANDARDS**

### **Workplace Emergency Response Information**

KPMG will provide individualized workplace emergency response information to Employees who have a disability, if the disability is such that the individualized information is necessary, and if KPMG is aware of the need for accommodation due to the Employee's disability. KPMG will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, KPMG will, with the consent of the Employee, provide the workplace emergency response information to the person designated by KPMG to provide assistance to the Employee.

KPMG will review the individualized workplace emergency response information when the Employee moves to a different location in the organization, when the Employee's overall accommodations needs or plans are reviewed and when KPMG reviews its general emergency response practices.

### **Recruitment**

By January 2016, KPMG will notify its Employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

By January 2016, KPMG will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, KPMG will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

By January 2016, when making offers of employment, KPMG will notify the successful applicant of its policies for accommodating Employees with disabilities.

## Informing Personnel of Supports

By January 2016, KPMG will inform its personnel of its policies (and any changes to those policies) used to support Employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an Employee’s accessibility needs due to disability. This information will be provided to new Employees as soon as practicable after commencing employment.

## Accessible Formats and Communication Supports for Employees

By January 2016, upon the request of an Employee with a disability, KPMG will consult with the Employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the Employee’s job, and information that is generally available to other Employees.

In determining the suitability of an accessible format or communication support, KPMG will consult with the Employee making the request.

## Documented Individual Accommodation Plans

KPMG will maintain a written process for the development of documented individual accommodation plans for Employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

## Return to Work Process

By January 2016, KPMG will develop and have in place a documented return to work process for its Employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps KPMG will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (e.g., the Ontario *Workplace Safety Insurance Act, 1997*).

## Performance Management, Career Development and Advancement & Redeployment

By January 2016, KPMG will take into account the accessibility needs of Employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to Employees, or when redeploying Employees.

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| <input checked="" type="checkbox"/> Full-time                | <input checked="" type="checkbox"/> Temporary > 3 months | <input checked="" type="checkbox"/> Temporary < 3 months |
| <input checked="" type="checkbox"/> Reduced Work Arrangement | <input checked="" type="checkbox"/> Intern/Co-op         | <input checked="" type="checkbox"/> Casual               |
| <input type="checkbox"/> Partners                            | <input checked="" type="checkbox"/> Summer Student       | <input checked="" type="checkbox"/> Associate            |

## **Information about the Related Program or Process**

[KPMG AODA Customer Service Standard Policy- GTA](#)

[KPMG AODA Customer Service Standard Policy- Northern Ontario](#)

[KPMG AODA Customer Service Standard Policy- Waterloo](#)

[KPMG AODA Customer Service Standard Policy- Hamilton-St Catharines](#)

[KPMG AODA Customer Service Standard Policy- London](#)

[KPMG AODA Customer Service Standard Policy- Ottawa](#)

## **Contact for Questions**

For questions related to the KPMG AODA Integrated Accessibility Standards policy, please contact the Employee Relations Services Team at 416-777-8002 or toll free at 1-888-466-4778.

## **Policy Owner**

HR Services

## **Policy Review and Updates**

The KPMG AODA Integrated Accessibility Standards Policy will be reviewed and updated on an annual basis.

## **Date of Last Update**

January 2014

Original Date: June 2013