

The Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard

Objective of the Policy

To ensure KPMG is compliant with the AODA Customer Service Standard.

Policy Statement

In Ontario, KPMG strives to provide a barrier-free environment for our clients and to provide goods and services to people with disabilities in a manner that respects their dignity and independence, assuring equality of opportunity and integration, and ensuring they receive the same high standard of service excellence that we endeavour to provide to all clients.

The goal of the AODA is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. A Customer Service Standard (the "Standard") has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

Core Principles

In accordance with the Customer Service Standard, KPMG strives to ensure that the AODA Customer Service Standard Policy and Procedures are consistent with the following four core principles, which align with the KPMG Relationship and the value of respecting the individual:

- i. **Dignity** - Clients with a disability must be treated as valued clients as deserving of service as any other client.
- ii. **Equality of Opportunity** - Clients with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, clients with a disability should benefit from our services in the same place and in the same or similar manner as any other client. In circumstances where integration does not serve the needs of the client with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the client's individual needs.
- iv. **Independence** – Goods must be provided in a way that respects the independence of clients with a disability. To this end, we will always be willing to assist a client with a disability, but will not do so without the express permission of the client.

Definition of Terms

Accessibility Report – The report required to be filed pursuant to section 14 of the AODA.

Assistive Device – Is a technical aid, communication device or medical aid, modified or customized, that is used to increase, maintain or improve the functional abilities of people with disabilities (e.g. oxygen tank, walker, white cane).

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 a

physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Customer/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*, is:

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

Service Animal - An animal is a Service Animal for a person with a disability,

- i. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
- ii. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to services.

“We” and “Our” means KPMG and its employees, partners, associate partners, volunteers, agents and contractors.

Who This Policy Applies To

- | | | |
|--|--|--|
| <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 checked="" type="checkbox"/> Partners | <input checked="" type="checkbox"/> Summer Student | <input checked="" type="checkbox"/> Associate |

This Policy Applies To The Above While On Leave Of Absence

ACCESSIBILITY OF SERVICES

Communication

KPMG strives to communicate with clients with a disability in a manner that takes into account both the disability and the client’s preferred method of communication. Common communication methods include telephone, email, person to person and written (including various size font dependent on client requests). KPMG recognizes that not all clients will wish to communicate in the same manner. How to interact and communicate with persons with disabilities is set out in our AODA Customer Service Standard training program.

Assistive Devices

Clients with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the client how they can be accommodated and what alternative methods of service would be more accessible to them. We will make best efforts to provide an alternative means of assistance to the client with a disability.

KPMG's partners and employees will receive training on various Assistive Devices that may be used by clients with a disability while accessing our services.

Service Animals

Clients with a disability may be accompanied by a Service Animal and keep the Service Animal with them on KPMG premises, if the public or other third parties have access to such premises and the Service Animal is not otherwise excluded by law. These areas include client service areas, washrooms, meeting and training rooms. If a Service Animal must be excluded, we explain to our client why this is the case and explore alternative ways to meet the client's needs.

If it is not readily apparent that the animal is a Service Animal, KPMG may ask the client with a disability for a letter from a physician or nurse confirming that the client requires the animal for reasons relating to their disability. The letter need only explain that the animal is required because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used.

It is the responsibility of the client using the Service Animal to ensure that the Service Animal is kept in control at all times.

KPMG's partners and employees will receive training on how to interact with clients with a disability accompanied by a Service Animal.

Support Persons

Clients with a disability may be accompanied by a Support Person and have access to the Support Person on KPMG premises. Support Persons of a client with a disability may attend KPMG events at no charge.

Where appropriate, Support Persons may be required to acknowledge that it is the client, and not the Support Person, to whom KPMG is providing its advice and services. Where appropriate, it may be recommended that the client enter into a Support Person Confidentiality Agreement with the Support Person and with KPMG.

KPMG may require a client with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the client with a disability or the health or safety of others on the premises.

KPMG's partners and employees will receive training on how to interact with clients with a disability who are accompanied by a Support Person.

Notice of Temporary Service Disruptions

KPMG will notify clients if there is a planned or unexpected disruption of a facility or service clients with a disability use to access our services. The notice will be posted at the reception of the affected premises.

The notice will include the following information:

- i. That a facility or service is unavailable
- ii. The anticipated duration of the disruption
- iii. The reason for the disruption
- iv. Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

TRAINING AND RECORDS

KPMG will provide training on the Standard and ongoing training as required under the AODA, to all of KPMG's partners and employees in Ontario, as well as to those persons charged with developing this Policy and related procedures and practices.

Content of Training

Training will include:

- i.* A review of the purposes of the AODA and requirements of the Standard
- ii.* How to interact and communicate with clients with various types of disabilities
- iii.* How to interact with clients with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person
- iv.* How to use equipment or devices made available on our premises to assist clients with a disability to obtain, use or benefit from our goods and services
- v.* What to do if a client with a disability is having difficulty accessing our premises and/or services.
- vi.* The content and requirements of KPMG's policies, practices and procedures relating to the Standard.

Timing of Training

Training is mandatory and will be provided to all of KPMG's partners and employees to whom this Policy applies within 30 days of their start date.

Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the AODA.

FEEDBACK PROCEDURE

Feedback Process

KPMG is committed to meeting the requirements of the Standard. Comments regarding how well client expectations are being met are welcomed and appreciated.

Clients may provide feedback on the manner in which KPMG provides our services to clients with disabilities, by completing the [KPMG AODA Client Service Feedback Form](#). Feedback is accepted through any of the following delivery channels:

- Electronically
- By email
- In writing
- In person.

Additionally, a client may request for their KPMG contact to complete and submit the feedback form on their behalf.

Responding to Feedback

For clients providing feedback and wish to receive a response, the AODA Contact Person will respond as soon as practicable, within seven (7) business days of receipt. A reply will be provided in the format requested by the client, by email, phone or in writing. The response will contain an acknowledgement of the receipt of the client's feedback and outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of KPMG's AODA Customer Service Standard Policy and AODA Customer Service Standard Procedures documents.

NOTICE OF AVAILABILITY OF DOCUMENTS

KPMG's AODA Customer Service Standard Policy and AODA Customer Service Standard Procedures will be made available to the public and clients upon request.

Notification of the availability of documents, as well as a copy of the AODA Customer Service Standard Policy and AODA Customer Service Standard Procedures, will be posted on KPMG's Ontario Office homepages. Wherever possible, KPMG will provide documents, or the information contained in documents, required to be provided under the Standard to a client with a disability in a format that takes into account the client's disability. KPMG will endeavor to provide alternate formats of documents to the client within a reasonable timeframe.

[Information About the Related Program or Process](#)

More information related to this policy can be found below:

[KPMG AODA Client Service Feedback Form](#)

[KPMG Support Person Confidentiality Agreement](#)

[KPMG Support Person Acknowledgement](#)

KPMG's Ontario Office Homepages:

[KPMG in the GTA](#)

[KPMG in Hamilton/St. Catharines](#)

[KPMG in Kingston](#)

[KPMG in London](#)

[KPMG in Northern Ontario](#)

[KPMG in Ottawa](#)

[KPMG in Waterloo](#)

[KPMG in Windsor](#)

Contact for Questions

For questions related to this policy, please contact the Employee Relations Service team at (416) 777-8002 or toll free at 1-888-466-4778.

Policy Owner

HR Services

Date of Last Update

May 2011