

Multi-Year Accessibility Plan - 2021-2026

Manulife had developed and will maintain a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan is posted on the Company's internal and external websites.

This Multi-Year Accessibility Plan outlines The Manufacturers Life Insurance Company's (Manulife) commitments to identify and eliminate barriers for persons with disabilities and support accessibility standards and initiatives. The plan will be reviewed every five years and updated as Manulife meets the requirements of the plan. This plan includes both new and continuing priorities and commitments that will help Manulife achieve its goal of identifying, removing and preventing barriers to accessibility.

This Multi-Year Accessibility Plan, in addition to our policies, procedures and processes, is intended to promote outcomes for our customers that are consistent with the principles outlined in Manulife's Fair Treatment of Customers Policy.

If you would like to obtain this document in an alternate format, please contact us at accessibility@manulife.ca or 1-855-891-8671.

Background

Our first plan covered the period of 2012 – 2021. This new Multi-Year Accessibility Plan builds on this work and reaffirms Manulife's commitment to accessibility across its Canadian operations.

Policies, procedures and processes have been put into practice and are based on best practice research and the general requirements of accessibility standards. They align with Manulife's belief that everyone should be treated with courtesy and respect and made to feel welcome. We remain committed to complying with our policies and will review them on an ongoing basis for any required changes in order to promote accessibility within our operations.

General accessibility

Accessibility standards and regulations require Manulife to have a statement of commitment, customer service and accessibility policy, and a Multi-Year Accessibility Plan.

A statement of commitment, our accessibility policy and customer service policy have been posted on our Canadian website ([Accessibility | Manulife](#)).

Customer service commitments

Manulife is committed to offering products and services to persons with disabilities, in ways that are consistent with the principles of dignity, independence, integration and equal opportunity. Manulife has a core belief that everyone should be treated with courtesy and respect and made to feel welcome.

Manulife has put policies, procedures and processes in place to provide accessible customer service. Policies, procedures and processes will be reviewed on a periodic basis and cover the following:

Communication

- How to communicate with persons with disabilities in ways that consider their disability. This means staff will communicate in a way that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities.

Accessible formats and communication supports

- How to provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, considering the person's accessibility needs due to disability. These documents will be provided at a cost that is no more than the regular cost charged to other persons.

Assistive devices

- The type of devices that are available for customers to use in accessing our goods and services.

Support person and support animal

- That a support person is allowed to accompany a person with disability on company premises.
- Persons with disabilities are allowed to bring their service animal on the parts of our premises that are open to the public.

Notice of temporary service disruption

- What measures should be taken in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities.

Feedback

- Our commitment to ensure that the feedback process is accessible to persons with disabilities, and the need to receive and respond to feedback from the public in a timely manner that takes into consideration the persons disability
- Complaints will be addressed by the Ombudsman.

Training

- Staff in Ontario and Manitoba have taken the training that outlines the requirements of the accessibility standards, including customer service and the applicable Human Rights Code as it pertains to persons with disabilities. The training is rolled out to new employees as part of the new hire curriculum.
- A refresher training course will be provided in 2021, and will be expanded to all employees who interact with our customers and who are involved in the development of customer service policies, practices and procedures, regardless of their location.

Our employment standards

- Manulife notifies employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process and during the course of employment, including making information available in accessible formats.
- When a selected applicant requests an accommodation, Manulife will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner considering the applicants' accessibility needs.

- Manulife consults with employees to provide, or arrange for the provision of, accessible formats and communication supports for:
 - a) information that is needed in order to perform their job, and
 - b) information that is generally available to employees in the workplace.
- Manulife considers the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement to employees, or when redeploying employees.
- When making offers of employment, Manulife notifies the successful applicant of its policies for accommodating employees with disabilities.
- The required information will be provided as soon as possible after we become aware of the need for accommodation due to the employee's disability.
- Manulife:
 - a) has a return to work process for its employees that require disability-related accommodations in order to return to work, and
 - b) the process is documented.
- The return to work process outlines the steps to facilitate the return to work of employees who were absent because of their disability. The documented accommodation plan will be created with the following guidelines:
 - a) The employee participates in the development of the individual accommodation plan.
 - b) The employee is assessed on an individual basis.
 - c) Manulife may request evaluations by outside medical or other experts at Manulife's expense.
 - d) The employee can request the participation of a representative from the workplace in the development of the accommodation plan.
 - e) Steps are taken to protect the privacy of the employee's personal information.
 - f) The plan outlines the frequency with which the individual accommodation plan will be reviewed and updated, and how.
 - g) If an individual accommodation plan is denied, the plan will outline how the reasons for the denial are provided to the employee, ensuring that communication is provided in an accessible format.
 - h) The individual accommodation plan will be provided in a format that takes into account the employee's accessibility needs.

This return to work process does not replace or override any other return to work process under any other statute.

Workplace Emergency Response Information

- Manulife 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 Manulife is aware of the need for accommodation due to the employee's disability. Manulife will take the appropriate steps to determine whether employees require individualized emergency response information.

Performance management, career development & advancement, and redeployment

- Manulife will take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when:

- a) Using performance management processes with employees with disabilities.
- b) Providing career development and advancement to employees with disabilities.
- c) Redeploying employees with disabilities.

Public websites

- Manulife will endeavor to make our public websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA. Work on ensuring that our external web content complies with WCAG 2.0, Level AA is an ongoing process.
- Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and accessible to the public.

Accessible emergency information

- Manulife will provide customers and other third parties with any publicly available emergency information in an accessible manner, upon request.

Design of public spaces

- Manulife will focus on removing barriers in our buildings and public spaces.
 - Buildings – As of January 1, 2015, new construction and renovations will reflect updated accessibility requirements as outlined by building codes.
 - Public Spaces – Will be redesigned to meet accessibility standards where there is new construction and major changes to existing features.
 - Manulife will maintain procedures for preventative and emergency maintenance of accessible elements in its public spaces.
 - In the event of a planned service disruption to facilities and services that are relied upon by persons with disabilities to access Manulife’s facilities and public spaces, notice of the disruption will be provided in advance. In the event of an unexpected disruption, notice will be provided as soon as possible.

Contact us

For inquiries or to request an alternate format of this plan, please contact us: accessibility@manulife.ca or **1-855-891-8671**.