



MULTI-YEAR ACCESSIBILITY PLAN

Torys LLP/Toryco Services

Introduction

Torys is committed to meeting the objectives and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the applicable regulations and to making our workplace meet the needs of persons with disabilities, through the implementation of the requirements of the Act and its applicable regulations.

Statement of Commitment

For members of the Firm, Torys is committed to creating and maintaining an equitable and integrated environment whereby every Firm member receives equal opportunity with respect to employment and receives accommodation where required, in accordance with the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the *Integrated Accessibility Standards Regulation (191/11)* (the “IASR”).

As outlined in the Accessible Customer Service Standards, Torys is committed to providing access to our facilities and delivering excellent customer service at all times for clients and visitors of the firm, and in a way that respects the dignity and independence of people with disabilities.

Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11

In accordance with the IASR, the Accessibility Policy was developed to address how Torys will achieve accessibility and meet with the requirements of the IASR. The Multi-Year Accessibility Plan was developed in accordance with the regulation and it outlines our strategy to address the current and future accessibility goals.

The Accessibility Policy and Multi-Year Accessibility Plan are available to Firm members on the firm intranet, to the public on the firm website at www.torys.com/accessibility, and can be provided in an accessible format, upon request. In accordance with the requirements of the AODA and IASR, Torys will report accessibility achievements every 3 years, starting in 2014, and will review and update the Multi-Year Accessibility Plan every 5 years, with the first update to occur by the end of 2019.

The regulations applicable to our business, in accordance with the AODA and IASR, are as follows:

- customer service standard;
- workplace emergency response information;
- information and communications;
- training; and,
- employment practices.

Customer Service Standard – Ontario Regulation 429/07

Commitment

Torys' Customer Service Standard states Torys commitment to providing access to our facilities and delivering excellent service at all times in a way that respects the dignity and independence of all of our clients and visitors. Since 2012, Torys has been in compliance with its obligations under the AODA Accessibility Standard for the Customer Service Standard (Ontario regulation 429/07).

Actions Taken

The following measures have been implemented by Torys:

- Development of the Customer Service Standard policy, which is available on the firm intranet and external website.
- Frontline employees who interact directly with clients and visitors are trained and familiar with various assistive devices.
- Clients and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated.
- Assistive devices can be provided to clients and visitors who are hearing and visually impaired. Torys provides personal voice amplification devices and large viewing screens which magnify text upon request.
- Notice is provided to clients and visitors with self-disclosed disabilities in the event of a planned or unexpected disruption to services or office facilities. Where possible, we post a notification on TorysNet regarding the disruption. The notice includes the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).
- Training is provided to all Firm members on the purpose and requirements of the AODA legislation.
- Torys has an assigned Accessibility Coordinator and developed feedback processes to respond to inquiries and suggestions by phone, email, mail or in person.
- Torys submitted compliance reports to the Province indicating we had addressed the requirements of the Regulation. We continue to ensure compliance with the Customer Service Standard.
- Training is provided to all Firm members during the new hire orientation process and on an ongoing basis when changes are made to relevant policies and procedures. Training records are maintained and include the dates of the training and the people trained.

Workplace Emergency Response Information

Commitment

Torys is committed to providing individualized workplace emergency response information to Firm members who have a disability where the nature of the disability is such that accommodation is required.

Actions Taken

The following measures have been in place since 2012:

- Implementation of a “Protect In Place Program” for individuals not physically capable of descending the building stairwell in the event of an evacuation. Designated Protect-in-Place locations and procedures have been communicated to individuals who have a disability, as required.
- Where required and with the disabled individual’s prior consent, the individualized workplace emergency response plans are provided to emergency response providers, designated employees responsible in emergency situations for the evacuation of the workplace and to the individuals’ respective managers.

Information and Communication Standards

Commitment

Torys is committed to making firm information and feedback processes accessible to people with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs.

Actions Taken

Feedback, Accessible Formats and Communication Supports

- Feedback processes are accessible by providing or arranging for the provision of, upon request, accessible formats and communication supports. The provision of accessible formats and communication supports to persons with disabilities will be done in a timely manner, taking into account the individual’s accessibility needs, and at no extra cost above what is charged to other persons.
- Torys publishes information regarding the availability of accessible formats and communication supports on the website at www.torys.com/accessibility.

Planned Action

Accessible Websites and Web Content

- All new content on the Torys website will conform with Web Content Accessibility Guidelines (“WCAG”) 2.0, Level A by the end of 2014.
- All new content on the Torys website will conform with WCAG 2.0, Level AA protocols by January 2021.

- Ability to comply with AODA will be incorporated into the selection criteria for vendors for technology, website and software development initiatives.

Emergency Procedure, Plans or Public Safety Information

In the event that Torys makes emergency procedures, plans and public safety information available to the public, it will be provided, upon request, in an accessible format or with appropriate communication supports.

Training

Commitment

Torys is committed to providing training to all Firm members and temporary employees who provide services on the Firm's behalf with respect to the requirements of the IASR and the Ontario Human Rights Code (the "Code"), as it relates to people with disabilities.

Planned Action

In accordance with the IASR, by January 1, 2015, Torys will:

- Review and determine the appropriate training requirements in the Code and the IASR and establish a format for delivery of training to all Firm members and temporary employees who provide services on the Firm's behalf.
- Ensure that training is provided to all Firm members and temporary employees who provide services on the Firm's behalf as soon as practicable and on any changes to the prescribed policies on an ongoing basis.
- Maintain a detailed record of the training provided.

Employment Practices

Commitment

Torys is committed to providing accessible formats and communication supports with respect to employment practices.

Actions Taken

- If an employee is absent from work due to disability and requires accommodation in order to return to work, we develop an individual accommodation plan for that individual, in consultation with Morneau Shepell, where necessary.

Planned Action

By January 1, 2016, we will have taken the following steps in line with our commitment:

- Specify that accommodation is available for applicants with disabilities during the recruitment and selection process.

- Provide information in candidate communications regarding interviews that accommodations are available upon request in relation to the materials or processes to be used.
- Inform applicants about the firm's approach to accessibility and the process to request accommodation due to a disability at the time of the job offer.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.
- Inform current employees and new hires of policies supporting employees with disabilities.
- Review and update, if necessary, our established process for the development of individual accommodation plans for employees with disabilities. When requested by an employee with a disability, consult with the employee to provide or arrange for provision of suitable accessible formats and communication supports needed to perform the employee's job.
- When providing performance management information to an employee with a disability, the firm will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.
- When providing career development information to an employee with a disability, the firm will take into account the accessibility needs of the employee, and as applicable, individual accommodation plans.