

Accessible Information and Communications Policy

Policy: MCAN is committed to providing accessible information in an ongoing effort to make services available to customers, clients and employees of MCAN. The purpose of this policy is to ensure that every reasonable effort is made to provide materials in alternate formats, upon request.

Policy: MCAN will make every effort to provide materials in an accessible format upon request. If materials are not able to be converted to an accessible format, MCAN will provide details of the reasoning behind why the material cannot be converted. In this case, MCAN will provide a summary of the requested information or communications in a format that is suitable for the person with a disability.

Accessible Websites and Web Content:

MCAN will continue to make its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A by January 1st, 2014 and increasing to Level AA by January 1st, 2021. MCAN's internet and intranet websites, technology solutions, communication materials, telephone communications and in-person interactions will be based on accessibility best practices.

Procedure

All accessibility policies will be posted on MCAN's internet and intranet sites. Requests for accessible information and communications may be provided in person, by telephone, in writing, in electronic format or by visiting MCAN's website (www.mcanmortgage.com). All feedback should be directed to MCAN's Compliance Officer.

Feedback in person or by mail should be directed to;

MCAN Mortgage Corporation
Attention: Chief Compliance Officer
200 King Street West Suite 600
Toronto, ON M5H 3T4

Feedback via email can be sent to: mcanexecutive@mcanmortgage.com

Internal Procedure

Feedback may also be provided by calling: 1-855-213-6226

1. Requests for materials in an accessible format should be documented and passed along to the department manager. The employee should notify the person making the request that they will look into converting the material to a format that takes their disability into account and will provide an update as soon as one is available.
2. The manager should consult the Accessibility Vendor List posted on M-Cloud to determine how to arrange for a document conversion. If there is a fee that is normally charged for the information, the person making the request will not be charged more than the standard fee for the information.

In the event the materials or communications are not able to be converted, the options explored and rationale will be documented and provided to the person making the request. As an alternative, a summary of the material or

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communication can be provided in a format that takes into account the person's disability.

Definitions: **Accessible formats** may include, but are not limited to large print, recorded audio and electronic formats and Braille

Communication supports may include but are not limited to captioning, alternative and augmentative communication supports, plain language and sign language.

Accountabilities:

Employee Accountability

Employees are accountable for:

- Understanding the current Request for Accommodation procedure as it relates to persons with disabilities.
- Exploring all options to provide information and communications in accessible formats.

Manager Accountability

Managers are accountable for:

- Ensuring their employees understand how to provide information in accessible formats.
- Arranging for materials to be converted.
- Documenting rationale for materials that cannot be converted.

Human Resources Accountability

Human Resources is accountable for:

- Ensuring all MCAN employees are trained on Accessibility legislation.
- Supporting requests for accessible information and communications.

References/Appendix/ Attachments

MCAN's Multi Year Accessibility Plan

Contact for clarification or Questions

MCAN Chief Compliance Officer or askHR@mcap.com