



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

INFORMATION AND COMMUNICATIONS STANDARDS

primarily for external - clients, suppliers and public

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status with Budget Implications
2012	Customer Services Standards: Establishment of Policies Practices and Procedures	Risk Mgmt	Posted on Risk site under Training
2012	Customer Service Training must be provided for those employees who interact with members of the public	Peopleworks with the assistance of the CORE team	LMS requiring all front line staff to participate
2012	Establish an accessible process for receiving and responding to feedback about the manner in which Flight Centre provides goods or services to persons with disabilities.	CORE team = Health and Safety Committee	Email address and phone number of Customer Relations provided
2012	Emergency Procedure, Plans or Safety Information: province or arrange for provision of accessible formats and communication supports for persons with a disability, as soon as it is practical upon request	Risk Mgmt	Created, SWOT approved. CORE team created = Workplace Health and Safety Committee with the new inclusion of an IT representative
2013	The company shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements	CORE team = Health and Safety Committee	Statement of commitment and written policy have already been created and approved by SWOT. This statement and policy will be posted on external and internal website and accessible format will be made available in alternative formats on request
2013	A multi - year accessibility plan outlining the strategies to identify, remove and prevent barriers and meet requirements of AODA that is facilitated, maintained and documented	Risk Mgmt and CORE team	Created, will be updated on an ongoing basis as new information becomes available. Accessibility plan will be posted on the intranet and provided in an accessible format upon request. The plan is reviewed and updated at least once every 5 years.
2013	Progress Report with AODA	CORE team = Health and Safety Committee	Company needs to report our progress toward goals and targets identified in multi - year accessibility plan and submit our plan on line to government of Ontario by December 31, 2013.
2014	Enabling the processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request	CORE team = Health and Safety Committee and Customer Relations Team	This is a step up from providing an email address and phone number - see 2012. An in-person resource available to deal with accessibility issues. Alternative formats available to report and provide feedback when requested



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

	1. Notify the public via website and other means of the availability of accessible formats and communication supports	CORE team = Health and Safety Committee	Information regarding the availability of accessible formats will be posted on the internet, intranet and other communication methods including in person and phone.
	2. Accessible formats and communication supports will be provided in a) a timely manner that takes into account the person's accessibility needs due to disability and b) at a cost that is no more than the regular cost charged to other persons Consultation will occur with the person requesting alternate formats	Customer Relations Team with the assistance of CORE team	The request will be documented and the form needs to be confirmed. A process will be developed to meet this requirement.
	The public will be notified of the availability of these alternatives.	Customer Relations Team with the assistance of CORE team	The format will be confirmed in consultation with the requestor
		CORE team = Health and Safety Committee	A general statement of availability will be posted on the internet and intranet.
2014	New internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA	IT department with the assistance of the CORE Team	Our internet website reflects the required standards. We will meet our Level AA requirement in the time parameter specified.
2015	Acceptable Formats of Communication: Except as otherwise provided, the company shall upon request provide or arrange for the provision of accessible formats and communications supports for persons with disabilities, (a) in a timely manner that has taken into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons	CORE team = Health and Safety Committee	Information regarding the availability of accessible formats will be posted on the internet and intranet (or as otherwise requested). Costs under review on the various formats for barrier free communication
2015	The company shall notify the public about the availability of accessible formats and communication supports	CORE team = Health and Safety Committee	Through various means of correspondence including website, employees, marketing and recruiting
2017	Progress Report with AODA	CORE team = HR & Health and Safety Committee	Company needs to report our progress toward goals and targets identified in multi - year accessibility plan and submit our plan on line to government of Ontario by December 31, 2017.
2020	Progress Report with AODA	CORE team = HR & Health and Safety Committee	Company needs to report our progress toward goals and targets identified in multi - year accessibility plan and submit our plan on line to government of Ontario by December 31, 2020.



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2021	All internet websites and web content must conform with WCAG 2.0 Level AA. This includes mobile web design, device independence, multi - modal interaction, usability, design for older users and search engine optimization	IT department with the assistance of the CORE Team	In progress, research and development.
------	--	--	--

EMPLOYMENT STANDARDS

<i>Compliance Date</i>	<i>Legislated Requirement</i>	<i>Area of Responsibility</i>	<i>Action Plan or Status with Budget Implications</i>
2012	Workplace Emergency Response: provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need to provide accommodation	Risk Mgmt	Created, Developed and Approved by SWOT. To be posted under Workplace Health and Safety.
2012	If employee requires assistance, with the employee's consent, the employer shall provide the individualized workplace emergency response information to the person designated to provide such information	Peopleworks with the assistance of the CORE team	Facilitated on the policy and documentation included within the policy
2012	Such information as required, shall be provided as soon as practicable after the employer becomes aware of the need for accommodation	Peopleworks with the assistance of the CORE team	Facilitated based on the policy and documentation included within the policy
2012	Review of Individualized Emergency Response Plan: When the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed, when the employer reviews its general emergency response policies.	Peopleworks with the assistance of the CORE team	Facilitated on the policy and documentation included within the policy



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2014	<p>Accessible formats: Consult with employee to provide or arrange for provision of suitable accessible formats and communication supports for information needed to perform their job or information that is generally available to employees in the workplace.</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>Will consult with employees to ensure that accessible formats and communication supports are in place for employees. Budget implication are unknown because work stations must be set up for individual employees (magnifiers, special software). At time of hire and throughout employment with the company, employees will, upon request, be provided with accessible formats</p>
2014	<p>Documented Individual Accommodation Plans: develop a written process for the development of documented individual plans</p>	<p>Risk Mgmt</p>	<p>Templates created to be approved by SWOT</p>
	<p>1. Manner in which the employee can participate in the development of the plan</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>Employee is consulted and participates in a Work Place Accommodation Meeting to develop a work place accommodation plan.</p>
	<p>2. The means by which an employee is assess on an individual basis</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>Work Capabilities Checklist or Questionnaire be completed by the employees' General Practitioner</p>
	<p>3. The manner in which an employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining If accommodation can be achieved and , if so, how accommodation can be achieved</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>Workplace Capabilities Checklist or Questionnaire provided by employee's physician for review and assessment. 2nd opinion is an entitlement to the employer at the cost of the employer</p>
	<p>4. The steps taken to protect the privacy of the employee's personal information</p>	<p>Peopleworks with the assistance of PayMatters and Privacy Officer</p>	<p>In the Accommodation Meeting will ask the permission of the employee to share the medical/personal information with the AL and TL</p>
	<p>5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>The Workers Capabilities Checklist and/or Questionnaire will have a follow up date and accordingly the Accommodation Plan will reflect this to be the next update and review of the Accommodation Plan. This will continue to ensure the workplace Accommodation Plan is safe and appropriate</p>
	<p>6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</p>	<p>Peopleworks with the Area Leader</p>	<p>Reasons will be outlined as to why the plan has been denied and make sure that the means of providing an accommodation plan take into account the employee's accessibility needs. An individual accommodation plan would only be denied for health and safety reasons, or undue hardship to the company</p>
	<p>7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>The Plan will be provided in an accessible format</p>



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2016	Return to Work: Develop and document a return to work process for employees who have been absent due to a disability and require disability - related accommodations in order to return to work	Peopleworks with the assistance of the CORE team	Template created by Risk Management to be shared with Peopleworks and CORE. Each situation to be reviewed and assessed for action. The company will review, assess and standardize across all locations the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.
2016	Process to include the steps the employer will take to facilitate the return to work of employees absent because of disabilities, to include documented individual accommodation plans	Peopleworks with the assistance of the CORE team	Structure of notification and approval created and several workspace options for accommodation has been researched, costed and implemented when approved. The company will process and document individual accommodation plans by ensuring the participation of the employee requesting accommodation. The frequency on which individual accommodation plans will be reviewed and updated and the manner in which this will be done to be outlined by company with employee
2016	When using performance management in respect to its employee, the company shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using it's performance management process in respect of employees with disabilities	TL, AL with the assistance of Peopleworks	Communication of company concerns are shared with the employee in the early stages for feedback and participation to facilitate action plans where possible prior to escalating performance management. Steps are in place to protect the privacy of the employee's personal information. Overseen and reviewed by company HR Manager
2016	Include accessibility considerations and individual accommodations plans in career development and advancement, including additional responsibilities within current position.	Peopleworks	Careerwise reporting to HR Manager to ensure that appropriate considerations are addressed during discussions of Brightness of Future. Take into account the accessibility needs of employees with disabilities through notification of the ability to provide accommodation on internal job postings.
2016	When using redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees	TL, AL	HR Manager to notify, advise and support the business leader to ensure understanding and facilitation of redeployment. Review and as necessary modify the employee transfer checklist.



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2016	Recruitment Process: Notify employees and public about the availability of accommodation for applicants with disabilities	Peopleworks with the assistance of the CORE team	"Alternative formats available upon request at..." statement will be incorporated on the Employment online application area as of January 2016. The following statement to be included on job posting, on website, during screening phone calls, at scheduling of interview, and/or on email communications: "We are committed to provide accommodations for persons with disabilities. Please advise if you require an accommodation or in an alternative format". Work with suppliers for external Web content to be compliant with AODA information standards. Peopleworks to offer a training session to review specific HR documents requirement to meet this standards
	1. Selection & Assessment Process: Notify job applicants, when individually selected, that accommodation are available upon request in relation to materials or processes to be used.	Peopleworks	To finalize the content of the information that will be also made available on the company's website as of January 2016. Assess how to handle request for accommodation.
	2. Consult with the applicant and provide or arrange to provide suitable accommodation in a manner that takes into account the applicant's accessibility needs	Peopleworks	Accessible recruiting policy created and posted on HR Guidelines and made available to candidates on the company's accommodation process and support during the recruiting phases. Identify barriers that could present themselves in the recruitment process - where are interviews held - is it an accessible space - do recruits provide accessible space?
	3. When making an offer of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Peopleworks	Amended Equitable Employment Policy to reflect accommodation for disabilities. Include phrasing in offer letter and in cover email that company has an accommodation policy for employees with disabilities. Review as necessary, modification of existing recruitment policies, procedures and processes.
2016	Informing Employees of Supports Compliance: Inform employees of policies supporting employees with disabilities.	Peopleworks	Employees will be informed by a policy on the intranet under HR Guidelines as well as by email blast and through LMS training module.
	1. Provide this information to new employees as soon as practicable after hiring	Peopleworks	During initial training, include within the HR training module reference to the policy and show the location and provide time to review the policy. Pre - initial training can include the LMS training module.
	2. Provide updated information on accommodations policies to employees when changes occur	Peopleworks	Employee to be notified of updates as per any update of a policy through the use of email blast/intranet update and LMS training when update is significant



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2016	<p>Accessible Formats and Communication Supports for Employees: All information that is a) needed in order to perform the employee's job b) generally available to employees in the workplace is provided to employees in an alternate format or with communication supports, upon request</p> <p>1. Consultation with employee will occur to determine the suitability of accessible formats or communication supports</p>	<p>Peopleworks</p> <p>Peopleworks</p>	<p>Improved and detailed job descriptions to bring about discussion on the available accommodations regarding potential roles in the company. Provide information that is needed in order to perform the employee's job.</p> <p>In meeting the obligations to provide the information that is set out in the job description and any other information to complete the job and consult with the requesting employee in determining the suitability of an accessible format or communication support.</p>
2016	<p>Notify all employee of updates to policies</p>	<p>Peopleworks with the assistance of the CORE Team</p>	<p>Amended Equitable Employment Policy and Accessible Recruiting Policy posted on the HR Guidelines and will be updated in LMS (or similar forum) for all employees as of December 2016 and provide updates as required thereafter using LMS.</p>

TRAINING

<i>Compliance Date</i>	<i>Legislated Requirement</i>	<i>Area of Responsibility</i>	<i>Action Plan or Status with Budget Implications</i>
2014	<p>The company shall ensure that training is provided on the requirements of the accessibility standards as it pertains to persons with disabilities to, (a) all employees and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services, or facilities on behalf of the organization</p>	<p>Peopleworks (Human Resources)</p>	<p>Training costs and time are to be determined and budgeted. Use of LMS to ensure documentation of persons trained</p>
	<p>1. Training is appropriate to the duties of the employee</p>	<p>Peopleworks (Human Resources)</p>	<p>Where deemed appropriate, front line staff will be provided with additional training, specific to their job</p>
	<p>2. Training is delivered as soon as practicable</p>	<p>Peopleworks (Human Resources)</p>	<p>Training will be delivered at orientation for new employees and for existing employees whenever there is a change using the LMS system.</p>
	<p>3. Training with respect of any changes to the company's accessibilities policies is provided</p>	<p>Peopleworks (Human Resources) with the assistance of the CORE team</p>	<p>The content of the training will cover any new or amended material regarding the company's accessibilities policies. To be reviewed yearly and posted every other year for refresh and review by existing employees</p>
	<p>4. A record of training, including dates of training, and those present, will be kept.</p>	<p>Peopleworks (Human Resources) with the assistance of the CORE team</p>	<p>Training records are kept within LMS for future reference.</p>



Multi - Year Accessibility Plan for Flight Centre Travel Group (Canada) Inc.

2016	<p>Training on Human Rights Code as it pertains to Persons with Disabilities Includes training on the requirements of the accessibility of the company.</p>	<p>Peopleworks with the assistance of the CORE team</p>	<p>All employees must be advised that requests can be made for alternative format of communication and the company must be able to provide. Upon request the company are able to produce information in an alternative format including but not limited to read info aloud, enlarging print, hard copies instead of online. Company will source what communication aids are available for support. To be updated in the HR Guidelines</p>
	<p>1. Training is delivered as soon as practicable</p>	<p>Peopleworks (Human Resources)</p>	<p>Training will be delivered at orientation for new employees and for existing employees whenever there is a change using the LMS system</p>
	<p>2. A record of training, including dates of training, and those present, will be kept.</p>	<p>Peopleworks (Human Resources) with the assistance of the CORE team</p>	<p>Training records are kept within LMS for future reference.</p>