

ACCESSIBILITY POLICY OVERVIEW

BDO is an equal opportunity employer and service provider. BDO is committed to meeting the needs of persons with disabilities in a timely manner in accordance with accessibility legislation and regulations. The following establishes an overview of BDO's Accessibility Policy. The full policy is available on request. This document and the full policy are available in alternate format upon request.

Accessibility Plan

BDO has developed an Accessibility Plan that is available on its website at www.bdo.ca, under Legal and Privacy. This Accessibility Plan is reviewed and updated at least once every five years.

Training

BDO provides training on accessibility and human rights legislation. Training is appropriate to the duties of its employees, partners and consultants. BDO keeps records of all such training.

Feedback

BDO's Accessibility Policy describes the expectations of our staff when receiving feedback. BDO provides for, or arranges to provide for, accessible formats and communication supports for persons with disabilities, upon request and in consultation with the individual.

Accessible Formats and Communication

BDO's Accessibility Policy directs its staff to arrange for the provision of accessible formats and communication supports upon request and in a timely manner, taking into account the needs of the individual. This may include accessible formats for our invoices, engagement letters or how we communicate with our clients and staff.

Website and Web Content

BDO's website and web content will conform to WCAG 2.0 Level AA by January 1, 2021, except where it is impractical. Currently, BDO's website and web content meet at least the standards required by WCAG 2.0 Level A.

Recruitment of Employees

BDO notifies its employees and the public about accommodations for job applicants with disabilities. Job applicants that are selected to continue participating in the recruitment process and the successful applicant are notified that accommodations are available on request.

Informing Employees of Supports

BDO's Accessibility Policy informs its employees of accommodation. All new employees are provided with our policies on their start date. Updates to policies are communicated to all employees.

Accessible Formats

Upon request of the employee, BDO will arrange for the provision of accessible formats and communication supports for employees with disabilities for any information needed to perform an employee's job and for information generally available to BDO employees. BDO consults with employees on their needs.

Emergency Response

BDO provides individualized workplace emergency response information to employees who have a disability if the disability is of a nature where an individualized plan is necessary. BDO will arrange for

a designated person to provide assistance, with consent of the employee. These plans are reviewed as needed and in accordance with legislative requirements.

Accommodation Plans

BDO has in place a written process followed by Human Resources for the development of individual accommodation plans for employees with disabilities. BDO's Accessibility Policy provides information to employees how they may request accommodation and participate in the process.

Performance Management, Career Development, Advancement and Redeployment

BDO takes into account the accessibility needs and any accommodation plans, when conducting performance management, providing career development and advancement to employees or where redeploying employees.

Client Service

BDO's Accessibility Policy commits to clients and potential clients with disabilities that

- Our services and facilities are provided in a manner that respects individuals' dignity and independence and ensures that persons with disabilities can equally obtain, benefit and use our services and facilities.
- Persons with disabilities can access our services and facilities in the same manner as those without disabilities and that where necessary BDO will arrange for alternate means to access our services and facilities.
- BDO staff will communicate with them in a manner that takes into account their disability.
- BDO will allow those with assistive devices to access our services and facilities.
- Persons accompanied by service animals may enter our premises and keep the animal with them, except where prohibited by law, at which point, BDO will arrange for other measures to ensure equal access to our services.
- Support persons may be permitted to enter BDO premises and accompany the individual.
- Notices of temporary disruption will be placed conspicuously and contain the reason and anticipated duration, as well as any alternate facilities or services.
- BDO takes any feedback it receives on the manner in which it provides services or facilities to those with disabilities, including the feedback process itself, seriously.

All BDO employees, partners and consultants are trained on the above, including responding to those that are having difficulty accessing our services.

Questions

BDO's Accessibility Policy encourages partners, employees and consultants to submit their questions to BDO's Human Resources team.