

Message from our CEO

At AXIS, accessibility is fundamental to how we operate and how we serve our colleagues, customers, and partners. We strive to help everyone access the information, tools, and environments they need to contribute fully and succeed.

Our leadership team aims to incorporate accessibility into our day-to-day practices. In recent years, we have strengthened accessibility across our organization by integrating standards into our digital platforms, communications, and workplace design. This commitment has been reinforced through external recognition from the Center for Disability Inclusion and through practical partnerships, including our participation in the Hidden Disabilities Sunflower program, which helps foster greater awareness and understanding across our workplaces.

Accessibility is not a one time effort. It is an ongoing commitment that aligns directly with our focus on operational excellence, innovation, and people. We will continue to invest in inclusive design, technology, and ways of working that remove barriers and support a variety of needs – building a stronger, more inclusive AXIS that is well-positioned for a changing world.



Vince Tizzio
President and CEO,
AXIS

Introduction

At AXIS, we have built an organization grounded in the strength of our talent. We see inclusion as a strategic imperative that is core to our business and to our culture. Inclusion enriches our perspective—by embracing our diverse backgrounds, we deliver on our aspiration to be bold, take risks, think big, and bring lasting value to our clients and communities. Our values of People, Excellence, Decisiveness, and Stronger Together guide us in creating an inclusive and welcoming culture where every employee feels comfortable and empowered to be themselves; where we bring our whole selves to work; where we have authentic encounters and conversations; and where we all have equitable opportunities to contribute, build, grow, and advance.

About AXIS

AXIS is a global specialty insurer and reinsurer with a presence across key risk markets, combining the sophistication of a top specialty carrier with the agility of a company with entrepreneurial roots. We support customers around the world through tailored products and services, drawing on a diverse, international team of nearly 2,000 employees, speaking 50+ languages and representing 25+ nationalities. Our strength is underpinned by a values driven culture, a strong balance sheet, and excellent financial strength ratings from leading agencies. AXIS is headquartered in Pembroke, Bermuda, and operates through AXIS Insurance and AXIS Re across Bermuda, the United States, Europe, Singapore, and Canada.



Our commitment to accessibility

AXIS is committed to removing and preventing barriers so that employees, candidates, clients, and visitors with disabilities have equitable access to our information, services, and workplaces. This multi year accessibility plan sets out our strategy to meet Ontario's accessibility standards and to continuously improve the accessibility of our physical, digital, and people practices. In keeping with the Integrated Accessibility Standards Regulation (IASR), we will post this plan on our website, provide it in accessible formats upon request, and review and update it at least once every five years.

How this plan advances our DEI strategy

Accessibility is woven into AXIS's broader DEI strategy as part of our commitment to advancing disability inclusion and creating an environment where everyone can thrive. We bring this commitment to life by embedding accessibility by design across people processes, communications, facilities projects, and technology decisions; by elevating lived experience through the EMBRACE Employee Resource Group (ERG); and by collaborating with partners such as the Center for Disability Inclusion (CDI) and Project Healthy Minds to promote awareness, reduce stigma, and support well being. With strong accountability mechanisms, transparent reporting, and continuous improvement practices, we ensure our accessibility and DEI efforts are purposeful, sustainable, and aligned with our values of People, Excellence, Decisiveness, and Stronger Together.

Highlights of progress and our path forward

We have strengthened our accessibility foundations by launching an accessible feedback channel on our public website, providing accessible formats and communication supports upon request, and delivering AODA/IASR and Ontario Human Rights Code training to Ontario based employees. We continue to develop our accessible recruitment practices and maintain individualized workplace emergency response plans on a case by case basis. In addition, we have established standardized processes for communicating and managing temporary disruptions to accessible elements, including those in landlord managed spaces. Over the life of this plan, we will continue to build on this progress by enhancing document, media, and web accessibility; further maturing accessible employment practices; and deepening accessibility considerations in facilities design, and technology selections—so that every employee can thrive and contribute their best, and every client and visitor experiences our commitment to dignity, independence, integration, and equal opportunity.

AXIS Specialty Canada Services, ULC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

AXIS Specialty Canada Services, ULC is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided..

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

Actions and list initiatives from past years:

- AXIS maintains accessible processes for receiving and responding to feedback.
- Employees and visitors can submit accessibility related feedback (e.g., disruptions, barriers, information access issues) through the How We Work mailbox
- Upon request, AXIS will provide or arrange accessible formats and communication supports for the feedback process and will notify individuals of their availability.
- Accessible formats and communication supports for information and communications will be provided:
 - In a timely manner
 - At no more than the regular cost charged to others
 - In a format that meets the requester's accessibility needs
- AXIS will consult with the requester to determine the most appropriate accessible format or communication support.
- Requests for accessible formats can be initiated through the feedback process posted on our public company website, or they mail email our How We Work mailbox.



Information and Communications

Actions and list initiatives from past years:

- Temporary disruptions may occur due to maintenance, repairs, renovations, or unexpected issues.
- AXIS follows standardized procedures to reduce impact and ensure clear communication to employees and visitors.
- Public notices include:
 - Reason for the disruption
 - Expected duration
 - Available alternatives
- Notices may be shared through onsite postings and electronic communications.

Identification and Assessment

Actions and list initiatives from past years:

When an accessible element becomes unavailable, AXIS will:

- Assess the scope, severity, and expected duration of the disruption.
- Identify affected areas, services, and users, and determine if temporary alternatives are possible.
- Communicate the disruption through:
 - Emails and verbal updates from Facilities (and the landlord, if applicable)
 - Signage posted in affected areas
- Monitor progress until the issue is resolved.
- Send a close out communication once normal access is restored.

Landlord Managed/Common Area Disruptions

Actions and list initiatives from past years:

- For disruptions in common building areas managed by the landlord, AXIS expects the landlord to provide appropriate notices.
- AXIS will relay or supplement these notices internally as needed.

Roles and Support

Actions and list initiatives from past years:

- Facilities
 - Conducts regular inspections.
 - Uses a work order system to address issues.
 - Partners with HR on individualized accommodation requests.
- Technology Service Center
 - Provides options for office equipment or assistive technology to support accessibility.
- Budgeting Process
 - Accessibility needs are reviewed and considered during the annual budgeting cycle.
 - These activities also support ongoing maintenance of accessible elements.

Employment

Actions and list initiatives from past years:

- Consulted with job applicants requesting accommodation to ensure suitable adjustments during the recruitment process.
- Informed successful candidates about AXIS' accommodation processes at the offer stage.
- Communicated accessibilityrelated employment policies to all employees and provided accessible formats/ communication supports upon request.
- Developed individualized workplace emergency response plans for employees with disabilities and updated them as needed.
- Established a formal, confidential accommodation plan process through a third party disability vendor.
- Implemented a documented returntowork process for employees returning from disabilityrelated leaves.
- Considered accessibility needs and accommodation plans in performance management, career development, advancement, and redeployment decisions.
- Delivered AODA and Human Rights Code training to all employees, with refreshers when standards or policies change.



Training

Actions and list initiatives from past years:

Employees based in Ontario have participated in AODA and Ontario Human Rights training online. New employees are prompted to complete AODA and Ontario Human Rights training during their onboarding at AXIS.

2. Strategies and Actions

Customer Service

AXIS Specialty Canada Services, ULC is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Initiatives and timeframe

- Provide training on AODA and the Ontario Human Rights Code to all employees, volunteers, policy developers, and third parties providing goods/services on our behalf; keep training records and refresh when policies change.
- Timeframe: 2026–2028

Information and Communications

AXIS Specialty Canada Services, ULC is committed to making our information and communications accessible to people with disabilities.

Initiatives and timeframe:

- Ensure feedback channels (e.g., “How We Work” mailbox, public website forms) are accessible and publicize the availability of accessible formats and communication supports.
- Provide/arrange accessible formats and communication supports upon request, in a timely manner and at no additional cost; consult with the requester to determine suitability; publicize availability.
- Make any public emergency procedure or public safety information accessible upon request (e.g., accessible PDFs, captions, alt text).
- Timeframe: 2026–2028

Training

AXIS Specialty Canada Services, ULC is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Initiatives and timeframe:

- All new employees will complete training on providing accessible customer service as soon as practicable and no later than 30 days from start, and before performing customer facing duties.
- New employees will receive training on the Ontario Human Rights Code as it relates to people with disabilities, integrated into onboarding.
- AXIS maintains training records (dates and number trained) for compliance monitoring and quality improvement; completion rates are reviewed quarterly and overdue training is escalated.

For more information on this accessibility plan, please contact:

Sarah Erikson

sarah.erikson@axiscapital.com

902-377-1904

This accessibility plan was last updated in March 2026 and will be reviewed again in March 2031.



Completing your accessibility compliance report

You must complete the mandatory fields on each page before you can move to the next page. Mandatory fields are marked with an asterisk (*).

To start, save the form on your computer. Be sure to open the form with the latest version of Adobe Reader. You can save the form at any point in the process and return to it later. You may distribute the form within your organization for input before submitting.

You need the following to file your accessibility compliance report:

- organization legal name
- 9-digit business number (BN9). This is the number that Canada Revenue Agency uses to identify your organization. You can find it on your federal or provincial tax return. If your organization does not have a business number (BN9), contact us to receive an AODA identifier to be used in place of a business number (BN9).
- organization category (Ontario Public Service/Ontario Legislative Assembly, Designated Public Sector, Business or Non-profit)

Note: If you select the wrong organization category, you may see questions that do not apply to you. You will need to correct the category and enter your data again to successfully submit your report.

- number of employees in your organization in Ontario
- name and contact information of your certifier (a director or senior officer with legal authority to say that the report is complete and accurate)

File for up to 20 organizations at once

You can use one form to file a report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

Note: Users of assistive technology should pull up a list of buttons to get a list of the links on the form.

Confirmed #
ACR-109368
@ 248pm
April 17/25

Begin your report

Follow these steps to complete your form:

1. Download and save the form

- Download and save the form on your computer
- Open the form with the latest version of Adobe Reader

2. Enter your organization's information

- Enter your organization's information then select **Next**

3. Understand your requirements

- If you need information about the requirements, select the website link in **section B: Understand your accessibility requirements**. This will bring you to our website where you can see your requirements.

4. Certify your report

- Complete the Certifier Information section
- The certifier must:
 - make sure all information on the form is complete and accurate
 - check the box to show they have authority to certify your organization
 - enter the certification date or select it from the drop-down calendar
- Enter your organization's primary contact. This is the person to be contacted if more information is needed. This person may be the certifier or a different person.

5. Answer the questions

- The questions on the form are based on the requirements that apply to your:
 - organization category
 - number of employees range
- Select **Yes** (if you are in compliance) or **No** (if you are not in compliance) for each question. You may add comments in the comment box below each question.
- Each report question has links to:
 - the regulation section that is related to that question
 - helpful resources to help you understand and comply with the requirements
- Once you have answered all of the questions, select **Save form** at the bottom of the page before selecting **Next**
- Review the accessibility compliance report summary.

6. Submit your report

- You may save the form at any time by selecting the **Save form** button. When you are ready to submit your report, select the **Save and Submit button**. You will be prompted to save the form on your computer first and then it will be submitted.
- Wait for a confirmation prompt with a confirmation number that either confirms submission or indicates any problems.
- Once the report is received, an email will be sent to the Certifier and the Primary Contact. This email will include:
 - a confirmation number
 - an accessible PDF copy of your report

If you have not received a confirmation number upon successfully submitting the form or have any questions, please contact the AODA Contact Centre (ServiceOntario) at:

Toll free phone: 1-866-515-2025 TTY Toll free: 1-800-268-7095

Phone: 416-849-8276 TTY: 416-325-3408

Alternate formats

If you need the accessibility compliance report in an alternate format, please email accessibility@ontario.ca.

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the Integrated Accessibility Standards Regulation (IASR) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the IASR, you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Business or Non-profit	50+ employees	2023

Business details

Organization legal name *	Number of employees in Ontario * Help
AXIS SPECIALTY Canada Services, ULC	50
Business number (BN9) * Help <input type="checkbox"/> Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility	AODA identifier *
838 256113	

Check if operating/business name is same as legal name

Organization operating/business name
AXIS CAPITAL

Sector that best describes your organization's principal business activity * Help
52 - Finance + Insurance

Subsector (if possible)
524 - Insurance Carriers & related activities

Industry group (if possible)
5241 - Insurance Carriers

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

Canada
 USA
 International
 Type of address *
 Street address
 Street address served by route
 Other

Unit number	Street number *	Street name *	
1700	123	Front	
Street type	Street direction	City *	Province *
Street		Toronto	MSJ 2M2
Postal code (e.g. A1A 1A1) *			

Unit number	Street number *	Street name *	
Street type	Street direction	Route type	Route number
City *	Province *	Postal code (e.g. A1A 1A1) *	

PO Box	Route type	Route number	Delivery installation type
Delivery installation identifier	City *		Province *
Postal code (e.g. A1A 1A1) *			

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

Canada USA International

Type of address * Street address Street address served by route Other

Unit number 1700	Street number * 123	Street name * Runt	
Street type Street	Street direction	City * Toronto	Province * ON

Postal code (e.g. A1A 1A1) *

M5S 2M2

Unit number	Street number *	Street name *	
Street type	Street direction	Route type	Route number
City *		Province *	Postal code (e.g. A1A 1A1) *

PO Box	Route type	Route number	Delivery installation type
Delivery installation identifier	City *		Province *
Postal code (e.g. A1A 1A1) *			

Address line 1 *

Address line 2

City *	State *	Zip code *
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Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category Business or Non-Profit

Number of employees range 50+ employees

Filing organization legal name Axis Specialty Canada Services, Inc.

Filing organization business number (BN9) 838256113

Fields marked with an asterisk (*) are mandatory.

Filing organization AODA identifier

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

For enquiries related to the AODA obligations of the Ontario Public Service (OPS) or offices appointed under the Ontario Legislative Assembly (OLA), please contact AODA Contact Centre (ServiceOntario) at:

Phone: 416-849-8276 or

Toll-free: 1-866-515-2025

TTY: 416-325-3408 or

Toll-free: 1-800-268-7095

Email : aoda.assistance@ontario.ca

You have indicated that you are OPS/OLA, if you are submitting this report on behalf of any agencies, authorities, and/or boards of commissions, please list which ones below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * 2025-01-17

Certifier information

Last name *		First name *		
Taxis		Sherry		
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY	
Office Manager	416-361-7202			
Email *	Alternate phone number	Extension	Fax number	
Sherry.taxis@capital.com			416-361-7225	

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *		First name *		
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY	
Email *	Alternate phone number	Extension	Fax number	

D. Accessibility compliance report questions

You are not required to provide responses to the questions. However, if you choose to answer a question, you must answer all of them.

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Customer Service

1. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * Yes No

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 1](#)

Section 11A for > 50 employees

1.a. Does the training include all of the following: *

Yes No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 1.a](#)

Comments for question 1.a

2. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? *
(If Yes, please answer an additional question)

Yes No

[Read O. Reg. 191/11, s. 80.48 \(1\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 2](#)

2.a. Does the notice of the disruption include all of the following? *

Yes No

- The reason for the disruption?
- Its anticipated duration?
- A description of available alternative facilities or services (if any)?

[Read O. Reg. 191/11, s. 80.48 \(2\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 2.a](#)

Comments for question 2.a

3. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? *
(If Yes, please answer an additional question)

Yes No

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 3](#)

3.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: *

Yes No

- Consult with the person with a disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 3.a](#)

Comments for

Section N/A for > 50 employees

General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR? *

Yes No

Read [O. Reg. 191/11, s. 3 \(1\): Establishment of accessibility policies](#)

[Learn more about your requirements for question 1](#)

Comments for question 1

50x
↓

2. Has your organization established and implemented a multi-year accessibility plan? *
(If Yes, please answer additional questions)

Yes No

Read [O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2](#)

2.a. Does your organization have a website? *
(If Yes, please answer additional questions)

Yes No

Read [O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a](#)

Comments for question 2.a

2.a.i Is your organization's accessibility plan posted on your organization's website? *

Yes No

Read [O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.i](#)

Comments for question 2.a.i

2.a.ii Does your organization provide the accessibility plan in an accessible format when requested? *

Yes No

Read [O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.ii](#)

Comments for question 2.a.ii

2.b Does your organization update the accessibility plan at least once every 5 years? *

Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.b](#)

Comments for
question 2.b

3. Does your organization provide appropriate training on: *

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3](#)

3.a. The AODA Integrated Accessibility Standards Regulation? *

Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.a](#)

Comments for
question 3.a

3.b The Human Rights Code as it pertains to people with disabilities? *

Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.b](#)

Comments for
question 3.b

Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? *

Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises.

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 11 \(1\): Feedback](#)

[Learn more about your requirements for question 4](#)

4.a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?

Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises. *

[Read O. Reg. 191/11, s. 11\(2\): Feedback](#)

[Learn more about your requirements for question 4.a](#)

Comments for
question 4.a

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? *
(If Yes, please answer an additional question)

Yes No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

5.a. Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA? In the comments box, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps *

Yes No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5.a](#)

Comments for
question 5.a

Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? *

Yes No

- Staff and volunteers
 - People involved in developing accessibility policies
 - People providing goods, services or facilities on behalf of the organization
- (If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6](#)

6.a. Does the training include all of the following: *

Yes No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6.a](#)

Comments for
question 6.a

7. Does your organization provide information in an accessible format? *
(If Yes, please answer additional questions)

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7](#)

7.a. Is the provision of information in accessible format done so in a timely manner that takes into account the individual's disability? *

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.a](#)

Comments for
question 7.a

7.b. Is the provision of information in accessible format at a cost no more than the regular cost charged to other persons? *

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.b](#)

Comments for
question 7.b

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? *
(If Yes, please answer an additional question)

Yes No

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8](#)

8.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: *

Yes No

- Consult with the person with a disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8.a](#)

Comments for
question 8.a

Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? *
(If Yes, please answer additional questions)

Yes No

[Read O. Reg. 191/11, s. 27 \(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 9](#)

- 9.a. Does your organization review the individualized workplace emergency response information for all of the following? * Yes No
- When the employee moves to a different location in the organization?
 - When the employee's overall accommodation needs or plans are reviewed?
 - When your organization reviews its general emergency policies?

[Read O. Reg. 191/11, s. 27 \(4\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.a](#)

Comments for question 9.a

- 9.b. Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b](#)

Comments for question 9.b

- 9.b.i Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee? * Yes No

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.i](#)

Comments for question 9.b.i

- 9.b.ii Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability? * Yes No

[Read O. Reg. 191/11, s. 27 \(3\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.ii](#)

Comments for question 9.b.ii

Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? *

Yes No

(If Yes, please answer additional questions)

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas - Reception area, new office space.

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10](#)

10.a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards? *

Yes No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a

10.b Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order? *

Yes No

[Read O. Reg. 191/11, s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b

Organization category Business or non-profit

Number of employees range 50+ employees

Filing organization legal name Axis Speciality Canada Services, LLC

Filing organization business number (BN9) 838256113

Filing organization AODA identifier _____

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary