

ACCESSIBILITY AT WESTERN

Statement of Organizational Commitment

Western is committed to ensuring equal access for people with disabilities and treating people with disabilities in a way that allows them to maintain their dignity and independence and is consistent with the principles of integration and equal opportunity.

Western is committed to operating a barrier-free environment for persons with disabilities in employment, in its communications and information, in the delivery of goods and services and in its built environment. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (the "Act") and associated regulations.

Western is committed to ensuring that all its employees are aware of their responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Accessibility Policy and Information

In accordance with the Act and its associated regulations, Western maintains a policy and associated documentation with respect to the following:

- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs and Service Animals
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents
- Accessible Information and Communication, including website and design
- Accessible and Equal Employment Opportunities
- Accessible Design of Public Spaces

The following documents about Accessibility describe Western practices in more detail:

[Western Accessibility Policy](#)

[Western Multi-Year Accessibility Plan](#)

Feedback

Western is committed to meeting accessibility requirements and continuously taking steps to improve its services and website to comply with the Act and its regulations. We will work to identify and correct barriers which prevent access to our goods, services, websites, and content.

To help us do this, we welcome your comments and suggestions. You can provide feedback by contacting us:

- by telephone at 1-866-843-9378

- in writing to:

HR Business Partner Manager
Western Financial Group
1010 - 24 Street SE High River, AB T1V 2A7
or

- by email to accessibility@westernfg.ca