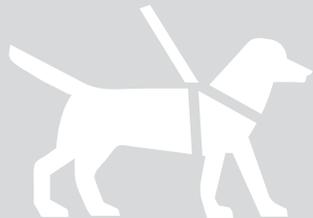


ACCESSIBILITY MATTERS

Accessibility is everyone's responsibility.
If you would like more information, please
contact us by email at:
memberexperience@achievers.com
or toll free at 1-888-676-4687.

WE SPEAK YOUR LANGUAGE

Our Member Experience team can provide
service in 120 different languages.
Call 1-888-676-4687.



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ACCESS FOR EVERYONE



IT'S ALSO THE LAW

In 2005, the Government of Ontario passed the AODA – Accessibility for Ontarians with Disabilities Act. The goal is to make Ontario fully accessible by the year 2025.

Under the AODA, accessibility standards are being introduced in five key areas.

- Customer Service
- The build environment
- Information and communications
- Transportation
- Employment

Customer Service Standards

By January 1, 2008, the AODA called for Ontario organizations to implement the customer service standards of the Act. These standards aim to ensure people with disabilities receive the same high quality of customer service as everyone.

Achievers has conducted extensive training of its staff to meet or exceed these standards

OPENING DOORS FOR ALL

Achievers is committed to ensuring that all employees, customers and members of the public that are on Achievers premises or are using an Achievers product have full and equal access to its facilities, services and information.

Accessibility makes it possible for people with all levels of ability to take advantage of everything Achievers has to offer.

It means removing barriers that could stand in the way using its products or facilities.

It means respecting the needs of our diverse populations by communicating in appropriate ways.

It means serving everyone's needs with openness, dignity and courtesy.



Achievers

ACCESSIBILITY STRATEGY

VISIBLE & INVISIBLE

Everyone is touched by this issue. You could be one of the 1.85 million Ontarians – more than 15% of the population – who have a disability. Or you may know someone who does.

Not all disabilities are visible. Barriers can exist for people who:

- Require a wheeled device, cane or walker
- Speak a different language
- Do not see or hear fully
- Have a learning, intellectual or mental disorder
- Deal with a chronic condition such as arthritis

For most of us, aging will add its own challenges.

For all of us, supporting accessibility is the right thing to do.