Accessibility Plan and Policies for RBC Investor Services Trust

This 2014-21 accessibility plan outlines the policies and actions that RBC Investor Services Trust has and will put in place to improve opportunities for people with disabilities and meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards).

Statement of Commitment:

RBC Investor Services Trust is committed to:

- providing clients with disabilities the same opportunity to access our products and services
- allowing clients with disabilities to benefit from the same services, in the same place, and in a equitable way as other customers
- providing a professional environment that promotes barrier-free access for all clients as required by applicable legislation
- providing employees and job applicants with reasonable accommodation
- providing information in ways that are accessible to people with disabilities, and
- meeting these commitments in a timely manner

Training

RBC Investor Services Trust continues to provide trainings to employees and contract workers on the requirements of the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards) and on the requirements of the Ontario Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees and contract workers.

RBC Investor Services Trust took the following steps to ensure employees are provided with the training noted above since **January 1, 2015**:

- A training course was rolled out to all employees and contract workers covered under this legislation.

- All employees and contract workers mentioned above are trained as soon as practicable.

- We maintain records of the training provided under this section.

Information and communications

RBC Investor Services Trust is committed to meeting the communication needs of people with disabilities. We continue to consult with people with disabilities to determine their information and communication needs.

Accessible Emergency Information

RBC Investor Services Trust is committed to providing publicly available emergency information in an accessible way upon request. We continue to provide employees with disabilities with individualized emergency response information when requested.

Feedback

As of January 1, 2015, RBC Investor Services Trust's existing processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Accessible formats and communication supports

As of January 1, 2016, RBC Investor Services Trust has the following in place to provide or arrange for the provision of accessible formats and communication supports, upon request, for persons with disabilities:

- We provide such accessible formats and communication in a timely manner that takes into account the person's accessibility needs due to disability.

- We provide such accessible formats and communication at a cost that is no more than the regular cost charged to other persons.

- We consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible websites and web content

RBC Investor Services Trust will take the following steps to make all internet websites and web content conform with WCAG 2.0, Level AA, except where meeting such requirements are not practicable, to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards) by **January 1, 2021**:

- As of January 1, 2014, all new internet web sites and web content created, or existing internet web sites going through a significant refresh, have been made to conform with WCAG 2.0 Level A.

- By January 1, 2021, all internet web sites and web content on those sites must conform with WCAG 2.0 Level AA.

- We will post resources on our Intranet for employees and contract workers to use in order to meet this requirement.

- We will ensure that all employees and contract workers involved in the development of our internet web sites and web content are aware of and have access to developer guidelines and best practices for meeting this requirement.

- We will ensure that all employees and contract workers involved in the testing of our internet web sites and web content are aware of and have access to the testing guidelines and best practices for meeting this requirement.

Employment

RBC Investor Services Trust is committed to fair and accessible employment practices. Since January 1, 2016, we took the following steps to notify the public and employees that, when requested, will accommodate people with disabilities during the recruitment, selection, and hiring processes and when people are hired:

- We incorporated this requirement into HR Policies and advised and made available to all employees and people managers.

- We advise the public and employees through our public recruitment web sites that, when requested, we will accommodate people with disabilities during the recruitment, selection, and hiring processes.

- We took the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

    - Incorporated this requirement into HR Policies, advised and made available to all employees and people managers

- We took the following steps to ensure the accessibility needs of employees with disabilities are taken into account in using performance management, career development and re-deployment processes:

    - Incorporate this requirement into HR Policies, advised and made available to all employees and people managers

- We took the following steps to prevent and remove other accessibility barriers identified:

    - Incorporated this requirement into HR Policies, advised and made available to all employees and people managers

For More Information

Please visit Accessibility at RBC for more information.