

Multi-Year Accessibility Plan and Accessibility Policy for Moody's Analytics Global Education (Canada), Inc.

This accessibility plan outlines the policies and actions that **Moody's Analytics Global Education (Canada), Inc.** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Moody's Analytics Global Education (Canada), Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Integrated Accessibility Standards Regulation (IASR) enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Accessible Emergency Information

Moody's Analytics Global Education (Canada), Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Moody's Analytics Global Education (Canada), Inc. will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Moody's Analytics Global Education (Canada), Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Continue to review available training from the Ontario Government and other sources to assess the applicability. Consider program options and complete training.
- Continue to train new staff through onboarding and orientation, and existing staff with respect to any changes to accessibility policies.
- Provide online training to all new customer facing employees and contractors.

Information and communications

Moody's Analytics Global Education (Canada), Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We will continue to make our website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. Our Internet and intranet websites, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility-best practices.

Moody's Analytics Global Education (Canada), Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Ensure ongoing compliance to standards
- Regularly evaluate compliance through accessibility quality tool
- Conduct staff training as required

Moody's Analytics Global Education (Canada), Inc. will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Continue to incorporate level AA requirements
- Conduct staff training as required

Moody's Analytics Global Education (Canada), Inc. will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Regularly update feedback forms and alternate formats as required
- Review all feedback processes and update as required
- Ensure options are available for providing and receiving feedback

Moody's Analytics Global Education (Canada), Inc. will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Ensure compliance as plans are updated/edited

Employment

Moody's Analytics Global Education (Canada), Inc. is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Moody's Analytics Global Education (Canada), Inc.** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Create accessible employment procedures to incorporate all requirements of the Employment Standard
- Implement procedures company wide
- Update job posting templates to include accessibility statement
- Ensure ongoing compliance

Moody's Analytics Global Education (Canada), Inc. will take 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:

- Review, update and document existing return to work process
- Update existing process as required

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **Moody's Analytics Global Education (Canada), Inc.** is using performance management, career development and redeployment processes:

- Create individual accommodation plans for employees needing assistance
- Ensure individual emergency plans are updated as required
- Implement accessible employment procedures
- Continuous review of standards and best practices related to accessible employment to ensure ongoing compliance

Moody's Analytics Global Education (Canada), Inc. will take the following steps to prevent and remove other accessibility barriers identified:

- Continue to meet all prescribed requirements
- Ensure ongoing compliance

Moody's Analytics Global Education (Canada), Inc. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

We are committed to making accessibility throughout the organization a reality. We will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use.

For more information

For more information on this accessibility plan, please contact **Customer Services** at:

- Phone: (416) 364-9130 Toll Free: 1(866)-866-2601

- Fax: (416) 359-0486 Toll Free: 1(866)-866-2660
- Email: customer_support@csi.ca

Accessible formats of this document are available free upon request from: www.csi.ca