



## Accessibility Plan and Policies for Barclays Toronto Office

This 2014-21 accessibility plan outlines the policies and actions that Barclays has and will put in place to improve opportunities for people with disabilities in its Toronto, Ontario office.

### Statement of Commitment

Globally, Barclays is committed to being a disability confident organisation and to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. In our Toronto offices 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 Accessibility for Ontarians with Disabilities Act (AODA).

### Accessible Emergency Information

Barclays is committed to providing employees with available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. A formalized plan has been created and is available in accessible or easily convertible formats upon request.

### Training

Barclays will provide training to employees, volunteers and other staff members in its Toronto offices on Ontario's accessibility laws and on the Human Rights Codes 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.

Barclays will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Conduct an AODA training session for all staff during 2014
- Include AODA topics in on boarding training for staff hired in Toronto

### Information and communications

Barclays is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities and with the Barclays Disabilities Employee Network (Reach) to determine the information and communication needs of people with disabilities.

Barclays.com, the Barclays public website, is currently WCAG 2.0 AA compliant. All changes to this website will continue to meet this accessibility standard.

Barclays will take the following steps to ensure existing feedback processes in Ontario are accessible to people with disabilities upon request by January 1, 2015.

- Survey existing feedback processes
- Review processes and ensure accessibility

Barclays will take the following steps to make sure all publicly available information in Ontario is made accessible upon request by January 1, 2016.

- Inventory publicly available information

- Ensure that, by type of information, accessible or easily convertible formats are available upon request

## Employment

Barclays is committed to fair and accessible employment practices.

We have taken or will take the following steps to notify the public and staff that, when requested, Barclays will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- We have posted on all recruitment websites contact information (jobaccess@barclays.com) for candidates to request accommodation for all stages of recruitment and interviewing.
- We will train recruiting and HR staff on reasonable accommodations policies as part of Employee Relations training conducted periodically in branch offices, including the Toronto branch by January 1, 2016 and ongoing.
- We will notify all successful candidates for employment in the Toronto office of our policies for accommodating employees with disabilities by January 1, 2016 and ongoing.

Barclays will take the following steps to develop and put in place a process for developing individual accommodation plans for all employees in the Toronto office who request a reasonable accommodation based on disability by January 1, 2016.

- Barclays has a Reasonable Accommodations policy and process for persons with disabilities which are implemented through the Employee Relations Team and the Barclays Medical Director.
- Barclays will document this policy as a formal process for developing individual accommodation plans and make available in accessible or easily convertible formats for employees of the Toronto office by January 1, 2016.
- Document actions taken and notify employees via the Barclays Intranet and HR Portal of the existence and contact points for the Reasonable Accommodations policy.

Barclays will take the following steps to document its existing return-to-work policies for employees that have been absent due to a disability by January 1, 2016.

- As part of its short and long-term disability policies Barclays has return-to-work policies which include accommodations for persons with disabilities which are implemented through the Employee Relations Team, the Benefits Team and the Barclays Medical Director
- Barclays will document this policy as a formal return-to-work for individuals with disabilities policy and make available in accessible or easily convertible formats for employees of the Toronto office by January 1, 2016
- Document actions taken and notify employees via the Barclays Intranet and HR Portal of the existence and contact points for the return-to-work policy.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account for all Barclays performance management, career development and redeployment processes for employees of the Toronto office by January 1, 2016.

- Review all performance management, learning and career development systems and intranet sites
- Ensure that, by type of information, accessible or easily convertible formats are available upon request
- Document actions taken.

Barclays will take the following steps to prevent and remove other accessibility barriers identified.

- Barclays will provide, or arrange for the provision of, accessible formats and communication supports to employees of the Toronto office by January 1, 2016 for information needed to perform their jobs and information that is generally available in the workplace
- Consult with the Barclays Disabilities Employee Network group (Reach) for identification of existing or potential barriers
- Work with Reach to suggest solutions for implementation.

For more information on this accessibility plan or for accessible formats of this document, please contact David Quintavalle at:

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