Multi-year accessibility plan 2012-2016

Thomson Reuters Canada Limited

The Thomson Reuters Accessibility Plan (“the Plan”) outlines our strategy to prevent and remove barriers to address the current and future requirements of the Accessibility for Ontarians with Disabilities Act (AODA), including the Integrated Accessibility Standards Regulation (IASR). It highlights several of our accomplishments over the designated timeline to remove barriers and active steps taken to prevent barriers. This list is not exhaustive but documents the organization’s efforts to provide equal access for persons with disabilities.

View the Plan in its entirety on our Accessibility page: www.thomsonreuters.ca/en/accessibility.html

Our commitment to accessibility

Thomson Reuters is committed to treating all people with dignity and respect. We are dedicated to identifying and removing barriers so that we promote a safe, accessible environment for our customers, employees, suppliers, job applicants, visitors, and all others who enter the premises, do business with us, access our company website or communicate with us. We are also committed to giving people with disabilities the same opportunity to access our goods and services in the same place and in a similar way as other customers.

Thomson Reuters accessibility contacts

For general inquiries, more information on the Plan or to request an alternate format, please contact the Thomson Reuters Accessibility Office.
Email: accessibility@thomsonreuters.com
Web: www.thomsonreuters.com/en/policies/digital-accessibility-policy

For product-specific accessibility support, customers may contact the Premier Support team.
Phone: (1) 866 919-9998
Email: Premier4.legaltaxcanada@thomsonreuters.com

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Accessibility Plan

AODA Standard	Action	Date
Employment	**Accommodation Policy established:** Thomson Reuters considers accessibility needs of employees with disabilities, as well as individual accommodation plans: • When using our performance management process in respect of employees with disabilities, as well as individual accommodation plans; • When providing career development and advancement to our employees with disabilities; • When redeploying employees with disabilities Managers/Supervisors work with the employee and assist anyone needing accommodation with entering information into our HRIS system. Harness the existing process with our Benefits Provider and STD provider to document individual accommodation plans and include the following: • The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. • The means by which the employee is assessed on an individual basis. • The manner in which the employer can request an accommodation can be achieved. • The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. • The steps taken to protect the privacy of the employee's personal information. • The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. • If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. • The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	2016

AODA Standard	Action	Date
Employment	**Recruitment:** Included a standard accommodation statement in all Thomson Reuters job postings to make applicants (internal/external) aware that accommodation is available in accordance with AODA. "Accommodation will be provided in all parts of the recruitment and assessment process as required under the Thomson Reuters Accessibility policy. Applicants need to make their needs known in advance." Incorporated language in all notifications to applicants for interview (email and phone) that in accordance with AODA, accommodation is available upon request. "Thomson Reuters welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process."	2016
Employment	**Notice to successful participants:** Incorporated in offer letter a section regarding the Thomson Reuters accessibility policies and where to access additional information on Thomson Reuters internal and external internet. Hiring managers, when making offers of employment, will notify the successful applicant of our policies for accommodating employees with disabilities.	2016
Employment	**Return to work:** Created a comprehensive return to work package which is reviewed with the manager and employee to ensure a smooth transition/ return to work process that supports the employee's ongoing recovery.	2016
Information and communications	**Educational materials:** Created a process to provide accessible or conversion-ready versions of course-required print materials in .pdf format directly to schools, colleges and universities upon request. The PDFs can be used in conjunction with specially designed software to create specially formatted copies and/or sound recordings tailored to the individual needs of the student.	2015
General	**Accessibility commitment:** Our Statement of Commitment was made public on April 22, 2014.	2014
General	**Accessibility policy:** AODA policies and information available to employees and the public.	2013
General	**Training:** Developed and facilitated AODA Awareness training for all employees within Ontario; provided training through onboarding processes for all new hires. AODA Awareness and Customer Service Training materials are provided for employees on our internal training platform.	2013

AODA Standard	Action	Date
General	**Accessibility governance:** Implemented Governance Team to meet and review progress semi-annually. • Researched and defined Training plan to provide training/resources to key teams (web/product design, testing, customer learning, etc.). • Developed Subject Matter Expert (SME) team to begin training on the requirements under the proposed act to develop best practices and workflows/processes for moving forward. • Incorporated AODA success criteria as part of design specifications and product requirements for all products to be launched after January 1, 2014. • AODA compliance requirement incorporated into roles/responsibilities and expectations for employees in product development, marketing, IT, content/editorial. • Used Product Accessibility Tool (designed by Thomson Reuters) to assess all products and determine levels of compliance for each guideline as well as progress/next steps to drive compliance within products. • Launched WestlawNext Canada, with many aspects meeting the Web Content Accessibility Guidelines (WCAG). • As new external websites are designed, or as existing external websites are reviewed for redesign/relaunch, the Web Content Accessibility Guidelines (WCAG) will be incorporated where practicable – ongoing project.	2013

AODA Standard	Action	Date
Employment	**Accommodation policy:** Defined an accommodation policy as part of corporate policies, with an accommodation request form available on the Thomson Reuters intranet. This is communicated during onboarding when employees gain access to the corporate intranet. A policy review team will meet quarterly to review policy changes and communicate updates to the intranet and employees. In situations where we are aware that an employee has a disability requiring accommodation, we provide an individualized workplace emergency response to the employee as soon as practicable. Individualized emergency response plans are maintained in HR and are: • Communicated to the employee's manager, JHSC and Facilities Manager, with the employee's consent, on an as needed basis. • Reviewed and assessed on an ongoing and regular basis to ensure that accessibility issues are addressed. A reminder is sent out yearly. Should the accessible reception desk in our Toronto Headquarters not be functional, accessible alternative tables located within the lobby will be used as a temporary means of service. When an employee with a disability so requests it (e.g., voice-activated software, accessible PDFs), we provide or arrange for provisions of suitable accessible formats and communication supports for: • Information that is needed to perform the employee's job; • Information that is generally available to employees in the workplace. The requesting employee is consulted to determine the suitability of an accessible format or communication support.	2013
Customer service	**Feedback:** Created unique phone/email for Accessibility Manager at Thomson Reuters; provided improved tracking of questions/requests and consistent responses/actions.	2013
Information and communications	**AODA working group:** Created a working group to focus on the implications of the Information & Communications Standard. This group conducted a thorough Accessibility Audit to assess existing level of accessibility for websites/online products and determined approach to implement the Web Content Accessibility Guidelines for new products/content introduced after January 1/14.	2012

AODA Standard	Action	Date
Customer service	**Accessibility policy:** Policy on Accessibility approved Fall 2011. This policy reflects Thomson Reuters's commitment to fostering, creating and maintaining a barrier-free environment for all individuals. Further, the policy provides Guidelines on specific accessibility considerations in accordance with AODA. The guidelines developed in line with the AODA Customer Service standard include principles and protocols with respect to the following: • Use of Assistive Devices • Service Animals and Support Persons • Notice of Temporary Disruptions in Service • Providing Feedback and Complaints • Policy and practices posted to Thomson Reuters website	2011
Customer service	**Training:** Developed and facilitated training for affected employees; training provided through onboarding processes as required. All training tracked and recorded - ongoing.	2011
Customer service	**Feedback:** Established a feedback process for customers and posted on thomsonreuters.com. Process reviewed annually based on changes to internal workflows.	2011