

IASR – Multi Year Plan

This accessibility plan (“Plan”) outlines the policies and actions that Polar Asset Management Partners Inc. (“Polar”) has and will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11. Polar recently became a “large organization” and as such has additional accessibility requirements, including the preparation of this Plan. This Plan will be posted to Polar’s website and will be provided in an alternate accessible format upon request.

Statement of Commitment

Polar is committed to providing an accommodating and inclusive environment for all individuals including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

General Requirements			
Accessibility Requirement	Action	Status	Compliance Date
Establishment of Accessibility Policies	<ul style="list-style-type: none"> Recently increased number of employees, now subject to different requirements Updated policies to be completed and posted to Polar’s website 	Complete	January 1, 2014 (large) January 1, 2015 (small)
Accessibility Plan	<ul style="list-style-type: none"> Process developed and posted on Polar’s website 	Complete	January 1, 2014 (large)
Training	<ul style="list-style-type: none"> Polar will provide training to all employees, consultants, summer students and temporary employees with respect to Ontario Accessibility standards 	Complete	January 1, 2015 (large) January 1, 2016 (small)
Information and Communication Standards			
Accessibility Requirement	Action	Status	Compliance Date
Feedback	<ul style="list-style-type: none"> Polar will make feedback processes available in an accessible manner, upon request 	Complete	January 1, 2015 (large) January 1, 2016 (small)

Accessible Formats & Communication Supports	<ul style="list-style-type: none"> • Polar will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner to and at no additional cost 	When required	January 1, 2016 (large) January 1, 2017 (small)
Accessible Websites & Web Content	<ul style="list-style-type: none"> • Polar is working to ensure all updated and/or new websites and content comply with Web Content Accessibility Guidelines (WCAG) • Polar’s new content on it existing website includes new links to updated commentaries. 	New content (links) – Complete Entire website – in progress	January 1, 2014 (new websites and content) January 1, 2021 (all websites)
Employment Standards			
Accessibility Requirement	Action	Status	Compliance Date
Recruitment, Assessment and Selection Process	<ul style="list-style-type: none"> • Polar will notify employees and the public about the availability of accommodation for job applicants who have disabilities by including a statement in all job postings that accommodation is available • During recruitment process, applicants will be informed that accommodations are available upon request, for the interview process and other selection methods • When making an offer of employment, Polar will notify the successful applicant of its policies for accommodating employees with disabilities by including a statement in the offer letter or employment contract 	Complete	January 1, 2016 (large) January 1, 2017 (small)
Informing Employees of Supports	<ul style="list-style-type: none"> • Polar will ensure that employees are aware of our policies for employees with disabilities through training and will keep employees informed of any changes to these policies as they occur. 	Complete	January 1, 2016 (large) January 1, 2017 (small)

Accessible Formats and Communication Supports for Employees	<ul style="list-style-type: none"> • Upon request of an employee with a disability, Polar will consult with the employee to provide, or arrange for the provision of, accessible formats for information in order to perform the employees job and information that is generally available to all employees 	Complete	January 1, 2016 (large) January 1, 2017 (small)
Workplace Emergency Response Plan	<ul style="list-style-type: none"> • Where required, Polar will create individual workplace emergency response information for employees with disabilities. 	When required	January 1, 2012
Documented Individual Response Plans	<ul style="list-style-type: none"> • Polar will develop and maintain a written process for the development of documented individual response plans for employees with disabilities 	In progress	January 1, 2016 (large)
Performance Management and Career Development	<ul style="list-style-type: none"> • Polar will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. • Individual accommodation plans will be consulted 	In progress	January 1, 2016 (large) January 1, 2017 (small)
Return to Work Process	<ul style="list-style-type: none"> • Polar will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work. • The return to work process will outline the steps Polar will take to facilitate the employee's return to work and shall use documented individual accommodation plans 	When required	January 1, 2016 (large)
Redeployment	<ul style="list-style-type: none"> • The accessibility needs of employees with disabilities will be taken into account in the event of redeployment. • Individual accommodation plans will be consulted, as required. 	When required	January 1, 2016 (large) January 1, 2017 (small)

Customer Service Standard			
Accessibility Requirement	Action	Status	Compliance Date
Develop and maintain policies	<ul style="list-style-type: none"> • Polar has developed Customer Service policies 	Complete	January 1, 2012
Person with Disability allowed to be accomplished by a service animal	<ul style="list-style-type: none"> • A client with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. 	Complete	January 1, 2012
Person with disability required to be accompanied by a support person	<ul style="list-style-type: none"> • If a client with a disability is accompanied by a support person, Polar will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person. 	Complete	January 1, 2016
Provide notice of temporary disruption to services	<ul style="list-style-type: none"> • In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use Polar's goods or services, reasonable efforts will be made to provide advance notice. • Notice will be provided by: (1) posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Polar website; (2) contacting clients with appointments; (3) verbally notifying clients when they are making a reservation or appointment; or (3) by any other method that may be reasonable under the circumstances. 	Complete	January 1, 2012
Prepare a document re temporary disruption of services	<ul style="list-style-type: none"> • Template document re temporary disruption of services prepared 	Complete	January 1, 2012 (large)

Provide training to all staff	<ul style="list-style-type: none"> • Training will be provided to: Every person who is an employee of, or a volunteer with, the Polar; every person who participates in developing Polar's policies; and every other person who provides goods, services or facilities on behalf of the Polar. 	Complete	January 1, 2016
Provide training on any changes to accessibility policies	<ul style="list-style-type: none"> • Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices. 	When required	January 1, 2016
Keep records of the training provided	<ul style="list-style-type: none"> • Polar will keep a record of training that includes the dates training was provided and the number of employees who attended the training. 	Complete	January 1, 2012 (large)
Establish a Feedback Process	<ul style="list-style-type: none"> • Polar provides clients with the opportunity to provide feedback on the services provided to clients with disabilities. 	Complete	January 1, 2012
Notify that documents are available on request and provide a copy of the documents on request	<ul style="list-style-type: none"> • Polar will notify clients that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the client's disability. Notification will be given by posting the information on Polar's website and/or any other reasonable method. 	Complete	January 1, 2016 (large)