



# **TD Asset Management Inc.'s Commitment to Accessibility and Multi-Year Accessibility Plan**

## **Commitment to Accessibility**

TD Asset Management Inc. ("TDAM") is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required.

Through progressive policies, communication and training, accommodation measures and recruitment practices, TDAM strives to provide a fully inclusive, barrier-free environment.

TDAM is dedicated to creating a welcoming, fair, and inclusive environment for TDAM clients and employees and complying with legal and regulatory requirements.

Our commitment is aligned with the TD Accessibility Policy (Canada) ("the Policy") which includes the following commitments:

TD is committed to meeting the accessibility needs of persons with disabilities in a timely manner. TD goods, services, facilities, employment, accommodation, buildings, structures of premises will be made accessible to meet the needs of persons with disabilities:

- TD will accommodate the accessibility needs of employees in the workplace and applicants with disabilities in its recruitment processes.
- TD will provide training on accessibility in the workplace and with respect to providing products, services, and facilities to persons with disabilities.
- TD will design and provide products, services, and facilities to meet the accessibility needs of persons with disabilities.

**Additional information is available on the [TD Accessibility page](#) >**

## **TD Asset Management Inc. Multi-year Accessibility Plan 2020-2025**

TDAM has established a multi-year accessibility plan ("the Plan") which outlines our strategy to prevent and remove barriers to meeting the accessibility needs of person with disabilities. The Plan will be reviewed and updated at least once every five years.

The Plan is available in an accessible format upon request.

## Accessibility Policies

Diversity and inclusiveness play a big part in TDAM's corporate responsibility model. TDAM is committed to be a welcoming place for all our customers and employees. Although TDAM has implemented policies and processes relating to accessibility for our customers and employees, we are committed to reviewing these policies and enhancing them as our reality changes.

The TD Asset Management Inc. Accessibility Policy (Canada) ("TDAM Policy") is available upon request. The TDAM Policy is available in an accessible format upon request.

## Communicating with our customers

TDAM is committed to communicating with people with disabilities in ways that considers their disability. TDAM will implement accessibility requirements under the information and communication standards to ensure that information and communication systems and platforms are accessible and are provided in an accessible format that meet the needs of persons with disabilities.

## Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain or use our products and services.

We will ensure that employees know what assistive devices are available and how to access information about assistive technologies.

## Use of service animals and support persons

People with disabilities may bring a service animal onto public TDAM premises. TDAM will provide training for all employees, contractors, volunteers, and others who represent TDAM in how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter TDAM premises that are open to the public with their support person. At no time will a person with a disability be prevented from accessing their support person while on TDAM premises.

In situations where TDAM has obligations under privacy laws or has issues of confidentiality, a support person may be requested to agree to the requirements of service just as the person with a disability does.

When support persons are required (e.g., sign language interpreters, attendants) for meetings, consultations, or other events, we will work together with the person with the disability to meet their needs.

## Feedback process

We welcome feedback on how we're doing in the delivery of our products and services from all customers, including those with disabilities.

TDAM will use our standard feedback processes to receive feedback under the TDAM Policy. To provide feedback please call **1-800-588-8054**, Monday to Friday from 8am to 8pm (ET) or email [tdadvisor@td.com](mailto:tdadvisor@td.com).

Feedback/responses will be in a format that is accessible to the customer.

## **Accessible Formats**

TDAM is committed to providing customers with the choice of document format that best suits the customer's needs.

On request, customers can receive documentation in formats designed for the visually impaired. These alternative formats include but are not limited to, Braille, Large Format and Audio Recording.

Since all requests are handled manually, TDAM will record the format preference and send future documentation or communication in the format desired on a best effort basis.

## **Accessible Websites and Web Content**

TDAM will make websites accessible to people with disabilities by conforming to international standards for website accessibility, the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

TDAM websites and content on those sites will be compliant with the expectations and timelines under the Accessibility for Ontarians with Disabilities Act, 2005 and associated regulations.

## **Temporary disruptions**

In the event of a planned or unexpected disruption in facilities or services, we will provide information about the reason for the disruption, how long it is expected to last, and a description of any alternative facilities or services available (where applicable).

## **Training**

TDAM will provide accessibility training focused on the provision of products and services to our customers.

Training will also be provided to employees involved in the development of policies, practices, and procedures regarding the provision of products and services.

Training will be provided to each person as soon as possible after they are assigned applicable duties.