

ACCESSIBILITY PLAN AND POLICIES

Tian Bao Travel Ltd. (Trade Name: Compass Holidays)

Effective Date: January 1, 2024

Last Review Date: March 25, 2026

Document Status: Compliance Ready (AODA / IASR)

1. STATEMENT OF COMMITMENT

Compass Holidays 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 *Accessibility for Ontarians with Disabilities Act (AODA)*.

2. ACCESSIBLE FEEDBACK PROCESS (IASR S. 7)

Compass Holidays has established a process for receiving and responding to feedback from customers, employees, and the public.

- **Multi-Channel Feedback:** Feedback can be submitted in person, by telephone, in writing, or by delivering an electronic text file via email or our website.
- **Accessible Formats:** We will provide or arrange for the provision of accessible formats and communication supports for the feedback process upon request. This ensures that persons with disabilities can provide their input using a method that works for them.
- **Response Timeline:** We acknowledge all feedback within 3 business days. If the feedback is a complaint regarding accessibility barriers, a formal written response outlining the actions taken will be provided within 10 business days.
- **Privacy:** All personal information collected through the feedback process will remain confidential and will only be used to improve our accessibility services.

3. CUSTOMER SERVICE STANDARDS

3.1 Accessible Formats and Communication Supports (S. 80.47)

- **Consultation:** We will consult with the person making the request to determine the suitability of an accessible format or communication support.
- **Cost Parity:** Accessible formats (e.g., large print itineraries, accessible PDFs) will be provided at no additional cost beyond the regular price charged to other persons.

3.2 Notice of Temporary Disruptions (S. 80.48)

- **Procedure:** Compass Holidays will notify the public of any planned or unexpected

disruption in facilities or services usually used by people with disabilities (e.g., power door operators or accessible washrooms).

- Notification Methods: Notices will be posted at the office entrance and on our digital platforms, including the reason for disruption and the expected duration.

4. EMPLOYMENT STANDARDS

4.1 Recruitment and Selection (S. 22 & 24)

- Notification: Job applicants are notified that accommodations are available upon request for the interview and assessment process.
- Offers: Successful applicants are informed of our policies for accommodating employees with disabilities in their offer of employment.

4.2 Workplace Emergency Response Information (S. 27)

- Individual Plans: We provide individualized workplace emergency response information to employees with disabilities where necessary.
- Assistance: With consent, this information is shared with designated staff members assigned to assist the employee during an evacuation.

4.3 Individual Accommodation Plans - IAP (S. 28)

Compass Holidays maintains a formal written process for developing IAPs. This includes employee participation, privacy protection, and a regular review cycle to ensure the accommodation remains effective.

5. TRAINING

We provide training to all staff on Ontario's accessibility laws and the Human Rights Code. Records of the dates and number of individuals trained are maintained for audit purposes.

6. CONTACT FOR FEEDBACK AND ACCESSIBILITY REQUESTS

We welcome your comments to help us improve our accessibility. Please reach out via:

- Contact Person: Clara Chen/ CFO
- Phone: 905-695-1181]
- Email: service@tianbaotravel.com
- Mailing Address: 108 – 9120 Leslie St., Richmond Hill, ON. L4b 3J9
- Website: www.tianbaotravel.com

Authorized Signature: _____

Title: _____

Date: _____
