



Tianbao Travel is headquartered in Toronto, Canada, with ten offices across Eastern and Western Canada, the United States, and Shanghai, China.

With over 30 years of experience, our travel and ticketing services span North America and China, supported by a well-trained, dedicated, and professional team committed to providing exceptional service.

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)

● 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).



ACCESSIBLE FEEDBACK PROCESS (IASR S. 7)

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

1

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.

2

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.

3

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.

4

Privacy

All personal information collected through the feedback process will remain confidential and will only be used to improve our accessibility services.

CUSTOMER SERVICE STANDARDS

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.

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.

EMPLOYMENT STANDARDS

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.

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.

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.

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.

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

Feedback Process & Contact Information:

Compass Holidays values the voices of our clients and employees and is committed to reviewing any feedback received to improve our products, services, channels, technologies, and working environments.

Overview

Compass Holidays's Accessibility Office is designated to receive feedback on behalf of Compass Holidays for both employee and client accessibility related feedback. Compass Holidays welcomes feedback about:

- Compass Holidays's Accessibility Plan and the manner in which Compass Holidays is implementing our Accessibility Plan
- The barriers encountered by Compass Holidays's employees, clients, and any other persons that interact with Compass Holidays

How clients can submit feedback

Compass Holidays's clients may provide feedback through any of the following channels:

- Webform: www.tianbaotravel.com
- Email: service@tianbaotravel.com
- Telephone: 905-695-7770
- Mail: 108 – 9120 Leslie St., Richmond Hill, ON. L4B 3J9
- Complaints: Accessibility related complaints received across all levels of the complaints process.

How employees can submit feedback

Compass Holidays employees may also provide feedback/anonymous feedback through the below listed internal channels.

For more details on these internal resources, employees are encouraged to through:

1. **Speak Up!:** A confidential, anonymous, and third-party resource to receive employee feedback and concerns safely and securely.
2. **Human Resources Centre:** Accessibility feedback can also be sent to our Human Resource Centre, through the following channels:
 - WeChat
 - Email: hr@tianbaotravel.com
 - Phone: 905-695-1181
 - Mail: 108 – 9120 Leslie St., Richmond Hill, ON. L4B 3J9

How feedback will be used

All feedback received through the channels listed above will be reviewed and addressed according to our established process including any requests that require a response or remediation. Additionally, the feedback will be shared with the Accessibility Office and centrally reviewed to inform future iterations to our Accessibility Plan, upcoming progress reports, and our work efforts to help Compass Holidays achieve zero barriers to inclusion. Written acknowledgement will be provided to all non-anonymous complaints via the channel through which the feedback was received.

Use of Service Animals

1 Service Animals Policy

Policy Statement: Compass Holidays is committed to providing an inclusive and accessible environment for all clients and visitors. We recognize that service animals are essential for the independence of many individuals with disabilities. We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public."

2 Key Provisions:

- **Identification:** If it is not readily apparent that an animal is a service animal, our staff may ask the owner to provide documentation from a regulated health professional confirming the animal is required for reasons relating to a disability.
- **Responsibility:** The care and supervision of the service animal remain the sole responsibility of the owner at all times.
- **Health and Safety:** Service animals must be kept under control (e.g., on a leash or harness) unless the person's disability prevents their use.

Explanation of Access on Premises

In accordance with IASR Section 80.47(2), we ensure access through the following protocols:

1 Open Access by Default

Service animals are permitted in all areas of our agency that are open to the public, including:

- The reception/waiting area.
- Private consultation desks or meeting rooms.
- Restroom facilities (where applicable to the public).

2 Handling Legal Prohibitions

In the rare event that a service animal is prohibited by another law (for example, in specific food preparation areas if your office shares a space with a cafeteria, or certain sterilized environments), we will:

1. Explain the restriction: Clearly inform the client why the animal cannot enter that specific area.
2. Provide Alternatives: Ensure the person can still access our travel services by other means, such as:
 - Moving the consultation to a different part of the office.
 - Serving the customer at the entrance or via a digital/phone platform.
 - Offering a safe space for the animal to wait while providing sighted guide assistance or other support to the client.

Staff Training

All employees, including travel consultants and administrative staff, are trained to:

- Identify service animals (vests, harnesses, or documentation).
- Interact with the person, not the animal (e.g., not petting or feeding the service animal).
- Understand the legal rights of the handler under the Human Rights Code and AODA.

Audit Tip: Required Evidence

To pass an audit for IASR S. 80.47(2), you should have the following ready to show:

1. A printed copy of this Service Animal Policy.
2. Training logs showing the date your employees were trained on this policy.
3. A public notice (often in your lobby or on your website) stating that service animals are welcome.
4. "Notice of Service Animal Welcome" sign posted in our web.