

Multi-Year Accessibility Plan

Background:

The Accessibility for Ontarians with Disabilities Act (AODA) was adopted in 2005 with a goal of making Ontario completely accessible for individuals with disabilities by 2025. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards.

The first standard being implemented is the Customer Service Standard (“CSS”). The purpose of the CSS is to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities and that persons with disabilities are given an equal opportunity to obtain, use and benefit from the goods and services. The second standard, the Integrated Accessibility Standards (“IAS”), which incorporates the remaining 4 accessibility standards, requires us to establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities through the requirements under the IAS.

The AODA complements the requirements under the Human Rights Code and other laws that protect disabled persons from discrimination and harassment.

Purpose:

Conexiom strives at all times to respect the dignity and independence of persons with disability. We are dedicated to fostering a community that welcomes and is responsive to the needs of those with disabilities. To do this, Conexiom make every effort to ensure our policies, processes and practices are regularly reviewed and amended to ensure that we meet the goals and objectives outlined in AODA.

Our Multi-Year Accessibility Plan outlines our approach to achieve service excellence for all people, ensuring this includes people with disabilities. Through this process, we will work to safeguard accessibility standards in accordance with the IAS of AODA.

General Requirements:

I. **Implementation of Accessibility Policies** (On or before June 30, 2021, and ongoing)

Conexiom is committed to implementing and maintaining policies that oversee how the organization achieves accessibility through meeting requirements outlined in the Regulation.

II. **Training** (On or before June 30, 2021, and ongoing)

Conexiom will take the following steps to ensure employees are provided with the training needed to meet AODA’s accessibility laws:

- Provide training on the requirements of IAS and on disability-related obligations under Ontario Human Rights legislation
- Maintain records of the dates when training is completed, the individuals who completed the training and following-up with employees that have not completed the course

III. **Information and Communication Standards** (On or before June 30, 2021, and ongoing)

To ensure that information and communications are accessible to persons with disabilities, we will incorporate new accessibility requirements under the Information and Communication Standard.

Accessible Formats and Communications Supports

We will ensure that all our publicly available information is made accessible upon request. When requested, we will respond in a timely manner in consultation with the individual making the request to determine their accessibility needs and what would be a suitable format or support.

Feedback

We will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Accessible Websites and Web Content

We will continue to ensure our new internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, except for exclusions set out in the IASR.

IV. **Employment Standards** (On or before June 30, 2021, and ongoing)

We are committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Recruitment:

Conexiom commits to:

- Specify that accommodations are available for applicants with disabilities on each job posting
- Inform applicants selected to participate in the interview process that accommodations are available during the recruitment process upon request. When requested, consult with the applicant and implement suitable accommodations
- Notifying the successful applicant of our policies for accommodating employees with disabilities as part of our on-boarding process.



Informing Employees of Supports

We are committed to informing our employees of our policies used to support employees with disabilities. We will provide required information to new employees as part their onboarding, and continue to make that information available to them throughout their employment.

Accessible Formats and communication Supports for Employees

Where an employee with a disability so requests it, we will provide or arrange for provision of suitable accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job.
- Information that is generally available to employees in the workplace.
- In order to meet this obligation, we will consult with the requesting employee to determine the suitability of an accessible format or communication support

Workplace Emergency Response Information

As an organization, we provide individualized workplace emergency response information to employees who have a disability if we are aware of the need for accommodation. We commit to ensuring that these plans are reviewed and updated as circumstances change.

Documented Individual Accommodation Plans/Return to Work Process

Conexiom will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by following up with employees that are in the process of returning to work to see what accommodations can be made for them.

Performance Management, Career Development and Redeployment

Conexiom will account for the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Conexiom's performance management process, considering career development and advancement opportunities and redeployment process.

For more information on this Accessibility Plan, or for a copy of this plan in an accessible format, please contact Conexiom by any of the following means:

By Phone (toll-free): 1 866 447 9608

By Email: compliance@conexiom.com

By Mail: 1140 Pender Street W, suite 1400, Vancouver BC, Canada, V6E 4G1 (Attn: Human Resources)