

## Agilec - Commitment to Diversity and Accessibility

At Agilec we respect and uphold the dignity of everyone.

We believe that diversity in our teams and communities makes us stronger. Variety in opinions and experiences helps us to provide relevant, inclusive services.

Our company works to prevent, minimize, and remove barriers for people with disabilities. Our goal is to ensure that all customers and employees can access our locations and services.

Every Agilec employee helps to honour this commitment.

### Implementing our Commitment

We make accessibility a reality by:

- Appointing an Accessibility Champion to lead our accessibility efforts
- Complying fully with the accessibility laws of Ontario, including the Accessibility for Ontarians with Disabilities Act and the Human Rights Code
- Creating and implementing a Multi-year Accessibility Plan
- Where appropriate, creating policies or incorporating accessibility issues into existing policies or practices
- Regularly assessing our progress with respect to accessibility issues.

## Agilec Multi-year Accessibility Plan

### Summary Chart

January 1, 2012 – Accessibility Standards for Customer Service	Status
<ul style="list-style-type: none"> <li>• <b>Policies, Practices, and Procedures</b> <ul style="list-style-type: none"> <li>✓ Establish policies, practices, and procedures on providing goods and services to persons with disabilities</li> </ul> </li> <li>• <b>Training</b> <ul style="list-style-type: none"> <li>✓ All staff to be trained on providing goods and services to persons with disabilities</li> </ul> </li> <li>• <b>Notice of Temporary Disruptions</b> <ul style="list-style-type: none"> <li>✓ Provide notice of temporary disruption to facilities or services used to access organization's goods or services</li> </ul> </li> <li>• <b>Feedback</b> <ul style="list-style-type: none"> <li>✓ Develop processes for receiving and responding to feedback regarding how goods and services are provided to persons with disabilities</li> <li>✓ Make feedback processes available to the public</li> </ul> </li> </ul>	<b>Complete</b>

# Multi-year Accessibility Plan

January 1, 2012 – Integrated Accessibility Standards	Status
<ul style="list-style-type: none"> <li>• <b>Emergency Procedure, Plan, and Public Safety Information</b> <ul style="list-style-type: none"> <li>✓ Publicly available emergency or public safety information to be provided in accessible formats upon request</li> </ul> </li> <li>• <b>Workplace Emergency Response Information</b> <ul style="list-style-type: none"> <li>✓ Provide individualized emergency response information and plans for employees who require these because of a disability</li> </ul> </li> </ul>	<b>Complete</b>
January 1, 2014 – Integrated Accessibility Standards	Status
<ul style="list-style-type: none"> <li>• <b>Policies, Practices, and Procedures</b> <ul style="list-style-type: none"> <li>✓ Develop and implement policies on how we will achieve accessibility standards</li> <li>✓ Create Multi-year Accessibility Plan and post on website</li> </ul> </li> <li>• <b>Website Accessibility</b> <ul style="list-style-type: none"> <li>✓ New Internet websites and web content must conform with WCAG 2.0 Level A</li> </ul> </li> </ul>	<b>Complete</b>  <b>Achieved, and Monitoring</b>
January 1, 2015 – Integrated Accessibility Standards	Status
<ul style="list-style-type: none"> <li>• <b>Training</b> <ul style="list-style-type: none"> <li>✓ All staff to be trained on Integrated Standards and Human Rights Code as it relates to persons with disabilities</li> </ul> </li> <li>• <b>Feedback Process</b> <ul style="list-style-type: none"> <li>✓ Ensure feedback processes are accessible to persons with disabilities</li> </ul> </li> </ul>	<b>Complete</b>
January 2016 – Integrated Accessibility Standards	Status
<ul style="list-style-type: none"> <li>• <b>Accessible Formats and Communication Supports</b> <ul style="list-style-type: none"> <li>✓ Ensure public information is made available in accessible formats upon request</li> <li>✓ Inform public on availability of our accessible formats and supports</li> <li>✓ Ensure Agilec staff are aware of accessible formats and supports and how to provide upon request</li> </ul> </li> <li>• <b>Recruitment/Assessment/Selection of Employees (Employment Standard)</b> <ul style="list-style-type: none"> <li>✓ Notify employees, public, and job applicant about availability of accommodation during recruitment process</li> <li>✓ Upon request, arrange and provide for accommodation in consultation with a person with a disability</li> <li>✓ Inform successful applicants about policies accommodating employees with disabilities</li> </ul> </li> <li>• <b>Accommodation During Employment (Employment Standard)</b> <ul style="list-style-type: none"> <li>✓ Advise employees of policies used to support employees with disabilities</li> <li>✓ Upon request make information accessible that is required for person's job and information generally available in the workplace</li> <li>✓ Establish written processes for individual accommodation plans and return-to-work plans for individuals absent because of disability</li> <li>✓ Take accessibility needs into account when reviewing performance management, career development/advancement, and re-deployment</li> </ul> </li> </ul>	<b>Complete</b>

## Multi-year Accessibility Plan

2017	Status
<ul style="list-style-type: none"> <li>✓ Share resources throughout Agilec about how to maximize document and on-line accessibility</li> <li>✓ Conduct a review of the Agilec Workability program</li> </ul>	Complete
2018	Status
<ul style="list-style-type: none"> <li>• <b>Accessibility Continual Improvement</b> <ul style="list-style-type: none"> <li>✓ Review, update, and implement our employee accessibility training content and approach</li> </ul> </li> <li>• <b>AODA General Requirements</b> <ul style="list-style-type: none"> <li>✓ File updated Accessibility Compliance Report with Government of Ontario</li> </ul> </li> </ul>	Complete
2019	Status
<ul style="list-style-type: none"> <li>• <b>Finalize the update to Agilec's onboarding training for AODA and interactive ACS training</b> <ul style="list-style-type: none"> <li>✓ New content and approach for AODA and HRC training in place</li> <li>✓ Update interactive training on Accessible Customer Service</li> </ul> </li> </ul>	Complete
2020	Status
<ul style="list-style-type: none"> <li>• <b>Internal Accessibility Audit</b> <ul style="list-style-type: none"> <li>✓ Prepare and conduct an accessibility audit of all Agilec locations with input from staff and customers</li> </ul> </li> <li>• <b>Websites Accessibility</b> <ul style="list-style-type: none"> <li>✓ Ensure that our Internet website and web content will conform with WCAG 2.0 Level AA by January 1, 2021</li> </ul> </li> <li>• <b>AODA General Requirements</b> <ul style="list-style-type: none"> <li>✓ File updated Accessibility Compliance Report with Government of Ontario</li> </ul> </li> </ul>	Complete Complete Complete
2021	Status
<ul style="list-style-type: none"> <li>• <b>Respond to Accessibility Audit Results</b> <ul style="list-style-type: none"> <li>✓ Share results within Agilec and address identified opportunities</li> </ul> </li> <li>• <b>Accessibility Quick Reference Guide for staff</b> <ul style="list-style-type: none"> <li>✓ Review and update</li> </ul> </li> <li>• <b>Accessibility Training for Employees</b> <ul style="list-style-type: none"> <li>✓ Review core onboarding modules, update if needed</li> <li>✓ Review interactive training on accessible customer service, update if needed</li> </ul> </li> </ul>	
December 31, 2023 – AODA General Requirements	Status
<ul style="list-style-type: none"> <li>✓ File updated Accessibility Compliance Report with Government of Ontario</li> </ul>	

### Plan Details

Agilec is committed to being a fully accessible organization by 2025. The focus of this plan is on the results we intend to achieve over the next five years. Plan implementation

## Multi-year Accessibility Plan

---

is coordinated by the Agilec Accessibility Champion and the VP Quality Assurance. The plan is reviewed and updated annually.

### **Accessible Emergency Information**

Agilec provides our customers with publicly available emergency information in an accessible way upon request. We also provide individualized emergency response information to employees with disabilities and review/update the information whenever the situation changes.

### **Training**

Agilec ensures that new staff members are provided with the training needed to meet Ontario's accessibility laws through:

- Customized modules within our core onboarding curriculum, based on the training made available by *Access Forward* and delivered and tracked through our learning management system
- An interactive webinar where groups of newer employees learn about providing accessible services to individuals with specific types of disabilities

### **Kiosks**

Agilec does not provide self-service kiosks. To ensure we consider the needs of persons with disabilities should we ever design, procure, or acquire self-service kiosks we have trained all leaders and employees regarding this requirement.

General training regarding kiosk accessibility requirements is included in our Integrated Standards training for new employees.

### **Information and Communications**

Agilec is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to determine their individual information and communication needs.

We have ensured that our websites and the content on those sites conform to WCAG 2.0, Level AA. Agilec's Accessibility Champion is consulted whenever we design a new website or undertake a significant refresh to existing websites, and ensures our compliance.

We have ensured that our feedback processes are accessible to people with disabilities, and all publicly available information is made available in accessible formats upon request.

We have shared resources throughout Agilec about how to maximize document and on-line accessibility.

## **Employment**

Agilec is committed to fair and accessible employment practices.

We notify the public and employees that, when requested, Agilec will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. All Agilec job postings/advertisements include a statement confirming the availability of accommodations for persons with disabilities during the recruitment and assessment processes, and we inform successful candidates of our practices for accommodating employees with disabilities.

We have a process for requesting and developing individual accommodation plans, as well as return-to-work plans for employees that have been absent due to a disability.

We have ensured that the accessibility needs of employees with disabilities are taken into account in our performance management, career development, and redeployment practices.