

engage

2023-2028

Multi-Year Accessibility Plan

October 2023

AODA – Multi Year Accessibility Plan

This 2023 – 2028 accessibility plan outlines the policies and actions that Engage People Inc. (“Engage”) has implemented to improve opportunities for people with disabilities. Accessible formats of this document are available for free upon request.

□ **Message from the Owners**

Engage is committed to ensuring equal access and participation for people with disabilities and to treating people with disabilities in a manner that enables them to maintain their dignity and independence.

Accordingly, Engage is working hard to remove and prevent barriers to accessibility. Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”). This Multi Year Accessibility Plan (“Plan”) outlines the steps Engage is taking to meet those requirements and to improve opportunities for people with disabilities. Our Plan shows how Engage will play its role in making Ontario an accessible province for all Ontarians.

□□ **Past Achievements to Remove and Prevent Barriers**

Accessibility initiatives Engage has completed:

Customer Service

Engage is not a public customer-facing organization. Nevertheless, we have committed to compliance with the AODA Customer Service Standard, which includes requirements for removing barriers for people with disabilities so they can access Engage’s services and facilities.

□ In this regard, we have taken the following steps in respect of such barriers:

- □ Implemented Accessibility Policy and Statement of Commitment (2017)
- □ Moved to more accessible office space, which includes reserved and disabled outdoor parking and spacious, accessible elevators (2017)
- □ Installed accessible automated washroom doors on private office premises (2019)

□ Information and Communications

On request, Engage will provide information to people with disabilities in an accessible format or with communication support that considers the person’s accessibility needs related to a disability.

Engage has upgraded its public facing website, including its web content, together with its internal □ Intranet site, to ensure they conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG), except where this requirement is impracticable.

Employment

Engage is committed to fair and accessible employment practices during the recruitment and assessment processes and when people are hired. In this regard, Engage is committed to providing accommodations for people with disabilities during the recruitment and selection process. In the event people with disabilities require any accommodations, they should advise Engage in advance of their hiring, and we will work with them to meet their needs. Engage ensures that all job applicants are aware of this commitment by stating it on our job postings. (Engage may post some positions where we may be unable to accommodate certain disabilities or impairments.)

We also are committed to improving our workspace and working conditions to prevent and remove barriers for people with disabilities. The following are some of the steps we have taken to prevent and/or remove such barriers in connection with our hiring and employment practices:

- Moved to more accessible office space, which includes reserved and disabled outdoor parking (2017 (Suite 300); 2023 (Suite 200))
- Installed accessible automated washroom doors on private office premises (2019)
- Implemented remote applicant interview process (2021)
- Implemented optional work-from-home policy (2021), revised effective as of September 2023 to require twice-weekly attendance at the head office

Training

Commencing in 2017, Engage implemented training of all new hires and existing employees in respect of Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to people with disabilities, and on accessibility as it applies to their job. As part of this initiative, new hires must be trained in respect of accessibility within the first three months of employment.

III Strategies and Actions

Customer Service

Engage is not a public, consumer-facing organization. Nevertheless, we have committed to compliance with the AODA Customer Service Standard, which includes requirements for removing barriers for people with disabilities so they can access Engage's services and facilities.

Information and Communications

On request, Engage will continue to provide information to people with disabilities in an accessible format or with communication support that considers the person's accessibility needs related to a disability. Engage will consult with the person making the request to determine which accessible format or communication support will best suit their needs. Engage will notify the public about the availability of accessible formats and communication supports.

Employment

Engage trains all new hires and existing employees in respect of Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to people with disabilities, and on accessibility

as it applies to their job. New hires are trained within the first three months of employment. Engage maintains records of all training provided.

Workplace Information

Upon request by an employee with a disability, Engage will work together with the employee to provide and/or arrange for accessible formats and communication support for information that is needed to perform their job and that otherwise is available to other employees.

Talent and Performance Management

Engage will take into consideration the needs of employees with disabilities prior to conducting performance management reviews, considering promotions, or redeploying employees.

Communication of Accessibility Policies

To support our employees and customers with disabilities, Engage will use various means of communication, including our company intranet, to advise all employees about applicable policies. As part of our required policy awareness, new employees are advised of and required to review and acknowledge all accessibility-related policies when they are first hired and thereafter on at least an annual basis, and also alerted to policy changes as they are implemented.

Accommodation Plans

Engage maintains a written process to enable the development of documented individual accommodation plans for employees with disabilities.

Return-to-Work Process

Engage maintains a written return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The process details the steps that Engage will take to facilitate an employee's return-to-work, and will include documented individual accommodation plans as part of the process.

Engage's return-to-work process is not intended to replace or override any other return-to-work process established by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

Training

Engage will continue to train all new hires and existing employees in respect of Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to people with disabilities, and on accessibility as it applies to their job. New hires will be trained in respect of accessibility within the first three months of employment. Engage will maintain records of all training provided.

IV. For More Information

For more information about this Plan, or to request copies of our accessibility policies, please contact us as follows:

- Phone: 1.888.465.6791
- Email: info@engagepeople.com
- By mail: HR Department - 1380 Rodick Rd, Suite 200, Markham, ON L3R 4G5
- Verbally, by attending at our office