

# Multi-Year Accessibility Plan

Updated: April 2021

Reviewed and Approved: May 5, 2021

This Multi-Year Accessibility Plan (“Plan”) is prepared in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

## Introduction

The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that Innosphere SDG Ltd. (“Innosphere”) establish, implement, maintain and document its accessibility policies and multi-year accessibility plan, which outlines our strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR.

## Statement of Commitment

Innosphere is committed to treating 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 AODA. We welcome feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility Policy and Multi-Year Accessibility Plan are available on our website at [www.innosphere.ca](http://www.innosphere.ca). This policy applies to all employees and clients of Innosphere, and where indicated, to any independent contractors working for Innosphere.

## Establishment of Accessibility Policies and Plans

Implementation Timeframe: By January 1, 2016 and ongoing as applicable

Develop, implement and maintain a corporate policy or policies governing how the organization will achieve accessibility;

Establish, implement and maintain a Multi-Year Accessibility Plan;

Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and

Make the corporate policy(ies) and Multi-Year Accessibility Plan available to the public on both Innosphere’s website and available in accessible formats upon request.

## Information on Communications

Implementation Timeframe: By January 1, 2021 and ongoing as applicable

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

## Accessible Websites and Content

In the event that Innosphere launches a new website and web content, it will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0). Innosphere will ensure that all of its website complies with WCAG 2.0 Level A by 2021.

## Feedback, Accessible Formats and Communication Supports

Innosphere has processes for receiving and responding to feedback which are accessible to customers with disabilities. Feedback, including complaints, will be accepted in the format most convenient to the person providing feedback, including phone, mail, or email. Upon request Innosphere will:

- provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner;
- consult with the person making the request to determine the suitability of the accessible format or communication supports; and
- notify the public regarding the availability of accessible formats and communication supports.

## Accessible Emergency Information

Implementation Timeframe: By January 1, 2012 and ongoing as applicable

Innosphere is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

# Training

Implementation Timeframe: By January 1, 2014 and ongoing as applicable

Innosphere will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. We will keep and maintain a record of the training provided, including the dates that the training was provided and the names of individuals to whom it was provided. Innosphere will provide additional training where changes are made to its policies.

# Employment

Implementation Timeframe: By January 1, 2016 and ongoing as applicable

Innosphere is committed to fair and accessible employment practices. We will take the following steps to notify the public and our employees that, when requested, Innosphere will accommodate people with disabilities during the recruitment and assessment processes.

## Recruitment

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures.
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments.
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability.
- Develop and provide appropriate training to employees responsible for recruitment, assessment, selection, and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.
- When making offers of employment, notify the successful applicant of Innosphere's policies for accommodating people with disabilities.

## Informing Employees of Supports and General Provision of Accessible Formats and Communications Supports

- Inform all current employees and new hires of Innosphere's policies supporting employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability.

- Provide information as soon as practicable to new employees and inform all employees of any changes to the policies with respect to job accommodations for disabilities.
- Where an employee with a disability so requests it, Innosphere will provide or arrange for provision of suitable accessible formats and communications supports for:
  - Information that is needed in order to perform the employee's job.
  - Information that is generally available to employees in the workplace.

### Emergency Information

- Innosphere will provide individualized workplace emergency response information to employees with disabilities if we are aware of the employee's disability and the need for such accommodation.
- If such an employee requires, and consents to, assistance during an emergency, Innosphere will provide such assistance and provide the individualized emergency response to information to the person designated to assist.
- Provide such information as soon as practicable after Innosphere becomes aware of the need for accommodation due to an employee's disability and review such information when the employee moves to a new location, when the employee's overall accommodation needs or plans are reviewed, and when Innosphere reviews its general emergency response policies.

### Document Individual Accommodation Plans/Return to Work from Disability-Related Leaves

- Develop a written process for the development of individual accommodation plans; and
- Develop and document a return to work process for associates who have been absent due to a disability; the process shall outline the steps ADP Canada will take to facilitate the associate's return to work and use the associate's individual accommodation plan as part of that process.

### Performance Management, Career Development and Redeployment

- Innosphere will take into account the accessibility needs of associates with disabilities and individual accommodation plans when utilizing Innosphere's performance management processes, considering career development and advancement opportunities and redeployment of its associates with disabilities.

# Design of Public Spaces

Implementation Timeframe: By January 1, 2017 and ongoing as applicable

Innosphere will meet Accessibility Standards for the Design of Public Spaces when building or making a significant modification to our waiting area. In the event of service disruption, we will notify the public of the service disruption and alternatives available.

## Policy Review

Innosphere's Multi-Year Accessibility Plan will be reviewed and updated by Innosphere at least once every five (5) years, and as required. The Plan is next scheduled to be reviewed no later than January 1, 2026.

Implementation Timeframe: By January 1, 2026 and ongoing as applicable

## For More Information

For more information on this accessibility plan, please contact our client service team:

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