

## Accessibility Policy and Program

### Purpose/Scope

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created with the goal of developing standards to improve accessibility for people with disabilities across the Province. The AODA complements the requirements under the Human Rights Code and other laws that protect disabled persons from discrimination or harassment.

Ontario Regulation 429/07 establishes accessibility standards for Customer Service and Ontario Regulation 191/11 establishes accessibility regulations for Integrated Accessibility Standards. Both regulations apply to every designated public-sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

### Statement of Commitment

Dejero is committed to treating all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information or use our services, 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 persons with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting legislative accessibility requirements.

The purpose of this policy is to provide a framework through which Dejero can achieve service excellence for people with disabilities and meet accessibility standards in accordance with the Integrated Accessibility Regulations of the Accessibility for Ontarians with Disabilities Act ("AODA").

View our Multi-Year Accessibility Plan [here](#). Copies of the Accessibility Plan are also available in alternate formats, upon request. To request an alternate format, please reach out to the People and Culture Team, via email at [people@dejero.com](mailto:people@dejero.com). This policy and program applies to all employees, visitors and others who provide services on behalf of Dejero.

### Accessible Emergency Information

Dejero is committed to providing customers 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.

### Policies and Training

Effective January 1, 2015, Dejero has taken the following steps below to ensure employees are provided with the training needed to meet Ontario's accessible laws.

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## Training for Staff

Dejero employees are trained on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code. Dejero keeps records of the training provided, including the dates on which the training was provided.

Dejero provides training about accessible goods and services to all employees, volunteers and others who deal with members of the public or other third parties on our behalf. Dejero also provides training about accessible goods and services to employees who participate in developing Dejero's policies, practices, and procedures governing the provision of goods and services to the public.

Dejero will provide training on an ongoing basis whenever changes are made to relevant policies, procedures, and practices. This training will be provided as soon as possible after the new employee is assigned his/her duties.

Training will include:

All employees have completed the following training. Additionally, all new employees are required to complete this training within 5 days of hire.

- Customer Service Standard
- Information and Communications Standard
- Customer Service Standard
- General Requirements
- Information and Communications Standard\*
- Employment Standard
- Ontario Human Rights Code as it relates to people with disabilities

This training is offered through an online program. The People and Culture team will email a link to access the training to the employee. Staff will also be trained when changes are made to our accessibility policy.

The People & Culture team will track completion rates and follow up with employees who have not completed the courses within the required amount of time.

Dejero will review policies on an annual basis and incorporate accessibility into them whenever possible. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and as required.

## Information and Communications

Dejero is committed to ensuring that the information it makes available on its websites are accessible to all users:

- a. Effective January 1, 2014 Dejero updated the website and web content to conform with WCAG 2.0 Level A
- b. By January 1, 2021, all internet websites and web content will conform with WCAG 2.0 Level AA.

Dejero has taken the following steps to ensure all publicly available information was made

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accessible upon request by January 1, 2016:

- Accept feedback on any accessibility concerns through a variety of communication mediums including email, in-person, phone, and written letters

Dejero meets all of our customers' communication needs and requirements and provide accommodations as requested and as required by SLAs, master service agreements and ad-hoc requests. This includes, but is not limited to, being able to provide bills, invoices, contracts, etc., in accessible formats.

Dejero will communicate with people with disabilities in ways that consider their individual requirements. We will train our employees how to effectively interact and communicate with people who have various disabilities.

## Employment

Dejero is committed to fair and accessible employment practices.

Effective January 1, 2016, Dejero has taken the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment process:

- On the Dejero career website we specify that accommodations are available for applicants with disabilities
- 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

Effective January 1, 2016, Dejero has ensured that the following steps have been taken to improve accessibility for our current employees:

- Implementing necessary changes to the work environment for employees of Dejero
- Inform employees of policies in place to support employees with disabilities
- Provide accessible formats and communication accommodations for employees, upon request
- Provide individualized workplace emergency response information to employees who have a disability
- 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
- Accommodate employees during performance management, career development and redeployment process

## Performance Management, Career Development and Advancement & Redeployment

Dejero takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when redeploying employees.

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## Removing Barriers

Dejero has taken the following steps to prevent and remove other accessibility barriers identified:

- Seek feedback on accessibility at Dejero from clients, guests, employees and other personnel
- Determine the best action required to help accommodate anyone with a disability visiting our offices
- Implement necessary accommodations and follow-up to ensure the situation has been resolved

## Telephone Services

Dejero is committed to providing fully accessible telephone services including access to appropriate assistive technologies. We will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will make our employees familiar with telephone technologies intended for people with disabilities.

## Assistive Devices

Dejero welcomes persons with disabilities to use assistive devices to obtain, use, or benefit from our services. We will ensure that our employees are trained in the use of the various assistive devices that may be used by our customers with disabilities while accessing our goods and services.

## Use of Service Animals and Support Persons

### Service animals

Dejero welcomes persons who are accompanied by trained service animals. Service animals are allowed on our premises that are open to the public.

### Support persons

Dejero welcomes persons who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

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## Notice of Temporary Disruption

Dejero will provide notice in the event of a planned or unexpected disruption in the facilities or accessible services usually used by people with disabilities to access Dejero's goods or services. Although Dejero cannot provide the same guarantee in emergency temporary disruption situations, every reasonable effort will be made to give adequate notice. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## The Procurement of Goods, and Services

Dejero is committed to ensuring our procurement practices are barrier-free. When interacting with new and existing suppliers, we communicate our accessibility expectations and requirements.

The design and delivery of programs and services

- All support staff are trained in the awareness of accessibility requirements and are able to respond appropriately to these customer needs.
- Sales leadership team awareness and training in meeting our customers / partners accessibility needs and requests.
- Dejero is committed to accessibility design for the delivery of programs and services. This is achieved through staff training and awareness of the various standards and feedback from stakeholder groups and industry experts.

## The Built Environment

Dejero is committed to ensuring that people using our offices and buildings have barrier-free access to our spaces.

- Noise Reduction: Dejero has implemented noise reduction technologies in the office and also offers noise reducing equipment for all employees upon request.
- Office Layout: The Dejero office floor plan has been designed with wider hallways, customizable desk and table heights, adjustable visitor and customer sign-in, motion-activated lighting, signage and wayfinding supports.
- Accessible Emergency Evacuation Routes: Dejero's emergency evacuation routes have been designed to ensure all are accessible, with widened paths and walkways and emergency lighting.

Additionally, accessible parking can be found in our parking lot.

## Feedback Process

Dejero welcomes feedback regarding the way in which the company provides services to persons with disabilities. Dejero will ensure that our process for receiving and responding to feedback is acceptable to persons with disabilities by providing or arranging for the provision of accessible formats and communication support, upon request. To provide feedback regarding Dejero's Accessibility Policy please email [info@dejero.com](mailto:info@dejero.com).

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This Feedback process is posted on Dejero's external website ([www.dejero.com](http://www.dejero.com))

For more information or detailed versions of our program and plan, and accessible versions of Dejero's Accessibility Plan, please contact:

The People and Culture Team, via email, at [people@dejero.com](mailto:people@dejero.com)

Privacy is of paramount importance to us, and we are committed to safeguarding the personal information processed at Dejero. All personal information and personally identifying details shared with any member of Dejero will be treated with the highest level of confidentiality. Personal information will only be shared, when deemed necessary, after consent has been received from the individual to whom the personal details belong.

## Conclusion

Dejero is committed to supporting and improving accessibility for clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information or use our services, in a way that allows them to maintain their dignity and independence. We are committed to continually examining our practices and operations to address barriers by listening to the feedback of people who have disabilities.

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