

Accessibility Policy and Program

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created with the goal of developing standards that would 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 providing a barrier-free environment for people with disabilities and 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 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 ensuring we are 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](#). Copies of the Accessibility Plan are also available in alternate formats, upon request. To request an alternate format, please notify the People and Culture team at 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 Labs 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.

Training for Staff

Dejero will ensure that employee training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code. The training will be appropriate to the duties of the employee. Dejero will keep records of the training provided, including the dates on which the training was provided.

Dejero will provide training about accessible goods and services to employees, volunteers and others who deal with members of the public or other third parties on our behalf. Dejero will provide 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.

In addition, training will be provided as part of the orientation training for new employees to employees, volunteers and others who interact with members of the public who wish to obtain, use or benefit from services provided by Dejero. Dejero will provide training to new 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. The training will be provided as soon as practicable after the new employee is assigned his/her duties, and must be completed within the first two weeks of employment through the HR Downloads platform.

Training will include:

All employees will complete the following training:

- AODA Customer Service Standards Training
- Understanding Human Rights Training (AODA Edition)

Managers, People and Culture will complete the following training:

- AODA Customer Service Standards Training
- Understanding Human Rights Training (AODA Edition)
- ISAR: Information and Communication Standards and Employment Standards Training
- Evolution of Human Rights in Canada Training for Leaders (Ontario Focus)

This training is offered through the HRDownloads platform in video, audio and text formats. We leave it to you to decide which format of the modules suits your learning style best.

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. By January 1, 2014, new internet websites and web content on those sites conform with WCAG 2.0 Level A.
- b. By January 1, 2021, all internet websites and web content conform with WCAG 2.0 Level AA.

Effective January 1, 2016, Dejero has taken the following steps to make sure all publicly available information is made accessible upon request:

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

Dejero will communicate with people with disabilities in ways that take into account 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 will 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 these steps are taken to improve accessibility for 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 processes

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.

Removing Barriers

Dejero will also take 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.

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.

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 people@dejero.com.

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

People and Culture Team

Email: people@dejero.com