

Progress Report

The following report outlines the progress Dejero has made as it relates to the Accessibility Plan, in accordance with the requirements of the Accessible Canada Act (ACA) and the *Accessible Canada Regulations*.

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1. Policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers

Dejero remains 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.

Employment

Dejero is in compliance with current AODA requirements to ensure fair and accessible employment practice, and to accommodate people with disabilities during the recruitment process, as well as current employees.

The Built Environment

Dejero remains committed to ensuring that everyone who accesses our offices and buildings have a barrier-free experience. Our spaces offer access to elevators, noise reduction, an accessible office layout, and accessibility emergency evacuation routes. We also welcome the use of service animals and other support persons as required.

Information and communication technologies (ICT)

Dejero has voluntarily initiated a monthly accessibility compliance and improvements committee with the goal of continuously improving accessibility across all facets of our business, as well as to ensure we continue to build products and policies that are inline with future accessibility requirements and targets.

- Website accessibility: Dejero has self-initiated a WCAG 2.1 audit, completed by a third-party auditor, of dejero.com to understand the areas requiring accessibility improvements, and the process of implementing the necessary changes by way of a website redesign is underway.
- Product user interfaces: Dejero has self-initiated a WCAG 2.1 audit, completed by a third-party auditor, of our web-based portal with a plan to implement the necessary changes to leverage accessibility features when designing product user interfaces.

Communication, other than ICT

Dejero remains committed to meeting the needs of our customers and to provide accommodations as requested by SLAs, master service agreements and ad-hoc requests. Since the implementation of the Accessibility Policy, Dejero has not received requests for bills, invoices, contracts and other communications in accessible formats.

The procurement of goods, services and facilities

Dejero remains committed to ensuring our procurement practices are barrier-free. Since the implementation of the Accessibility Policy, Dejero has not been asked to provide alternate formats, communications platforms or accessibility requests.

The design and delivery of programs and services

Since the implementation of the Accessibility Plan, Dejero has self-initiated the creation of an accessibility committee consisting of representatives from People and Culture, Marketing, Product and Research & Development to ensure regular communication about ongoing accessibility improvements and to share status updates as policies and practices are implemented.

2. The manner in which it consulted persons with disabilities in the preparation of its progress report

Dejero remains committed to listening and learning from employees, clients/customers and others who access our products to understand the types of barriers they may face. We will continue to use the insights gained from these conversations when developing and amending our Accessibility Plan.

Our consultative approach consisted of surveying our employees to better understand their own accessibility needs and applying that feedback, as well as using industry insights such as best practices and data to inform our understandings and decisions. This work was guided by and overseen by an accessibility consultant.

3. Information concerning the feedback received by the regulated entity through its feedback process and how that feedback was taken into consideration

Since the implementation of the Accessibility Plan, Dejero has not received feedback regarding the way in which the company provides services to persons with disabilities. Dejero will continue to 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.

Feedback received, with the exception of anonymous feedback, is acknowledged by Dejero's People and Culture team within five (5) business days of receipt. Additionally, individuals requesting an alternate format of our Accessibility Plan or description of our feedback process will receive a response from Dejero's People and Culture team within five (5) business days of receipt.

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.