



Accessibility Policy

Statement of Commitment

March 24, 2023

EcoOnline is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

EcoOnline understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact askhr.nam@ecoonline.com.

Sincerely,

Tyler Davey
CRO & GM, North America

Intent

This policy applies to the provision of accessible employment services for persons with disabilities, in accordance with O. Reg. 191/11 *Integrated Accessibility Standards (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

All employment services provided by EcoOnline will follow the principles of dignity, independence, integration, and equal opportunity.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk: An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Guidelines

General Requirements

The following general requirements apply to the five standards: information and communications, employment, transportation, design of public spaces, and customer service.

Establishment of Accessibility Policies and Plans

EcoOnline will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

EcoOnline will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format upon request.

EcoOnline will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request and will be posted on our website.

EcoOnline will review and update its accessibility plan once every five years and will establish, review, and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement EcoOnline's accessibility plan. This status report will be posted on our website. If requested, the report will be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

EcoOnline will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

EcoOnline will provide training on the IASR accessibility requirements and Ontario's *Human Rights Code* as they pertain to individuals with disabilities. This applies to all employees and volunteers, individuals who participate in developing EcoOnline policies, and all other persons who provide goods, services, or facilities on EcoOnline's behalf. Training will be provided as soon as is reasonably practicable, and will be provided regularly to new employees and as changes to EcoOnline's accessibility policies occur.

Records

EcoOnline will maintain records on the training provided, when it was provided, and the number of employees who were trained.

Feedback Process

EcoOnline will ensure that all feedback processes, both internal and external, are made accessible to clients, customers, and employees upon request.

In accordance with the customer service standards, EcoOnline will make known the availability of accessible feedback formats.

Accessible Formats and Communication Supports

Unless deemed unconvertible, EcoOnline will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

EcoOnline will account for the person's accessibility needs when customizing individual requests and will consult with the individual making the request to ensure suitability.

EcoOnline will make the availability of accessible formats and communication supports publicly known.

Emergency Procedures, Plans or Public Safety Information

EcoOnline will ensure that all publicly available safety and emergency information, such as evacuation procedures and floor plans, are provided in an accessible format or with appropriate communication supports upon request.

Accessible Websites and Web Content

EcoOnline will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

Education and Training Resources and Materials

Upon request, EcoOnline will provide or arrange for the provision of the following information in an accessible format to past, current, and potential employees with disabilities:

- Training resources and materials;
- Training records; and
- Program information, such as course requirements, descriptions, and availability.

Accessible formats will account for the needs of the individual to whom the material is being provided.

Exceptions

The Information and Communications Standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined in consultation with the requesting party that information or communications are unconvertible, EcoOnline will ensure that the individual who made the request is provided with an explanation and a summary of the information.

EcoOnline will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

Review

This policy will be reviewed regularly to ensure that it reflects EcoOnline's current practices and legislative requirements.

Date of Last Review: July 2023