

Multi-Year Accessibility Plan

Statement of Commitment:

CRG-EVERSANA is committed to identifying, eliminating, and preventing barriers and increasing accessibility for personal with disabilities in the areas of information, communications, and employment. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

CRG-EVERSANA 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, training, and best practices. We will review these policies and practices annually, as organizational and legislation changes occur. In addition, we will strive to meet the needs of individuals with disabilities in a timely, collaborative 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.

Introduction

CRG-EVERSANA strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps EVERSANA is taking to meet those requirements and to improve opportunities for people with disabilities.

The plan is reviewed and updated at least once every five years or when necessary.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Accessibility Plan: Integrated Accessibility Standards Regulation

Accessibility policy

We are committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

Actions taken:

- The AODA policy was developed and approved.
- The AODA policy was reviewed and updated in accordance with internal review processes.
- The AODA policy will be made available in an accessible format to individuals requesting a copy of the policy.

Actions planned:

- Continue to review the AODA policy at least every five years or whenever EVERSANA practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy.

Multi-year Accessibility Plan

EVERSANA is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA.

Actions taken:

- A multi-year accessibility plan was developed in 2023 and updated in 2028.

Actions planned:

- Post updated multi-year accessibility plan to the EVERSANA website.
- Provide the plan in an accessible format on request.
- Review and update the multi-year plan at least every five years based on changing accessibility requirements and feedback from internal and external customers.

Customer Service

CRG-EVERSANA is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

We will meet the requirements of AODA and the IASR. CRG-EVERSANA proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities.

Actions Taken:

- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided.
- Assistive devices and service animals are permitted in all CRG-EVERSANA locations in areas where customers have access.

- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served.
- Customers are informed when accessible services are temporarily unavailable.
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies.

Actions Planned:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies.
- Develop digital services with accessibility at its core, striving for all users to have equal access to information and functionality.
- Work to ensure all online forms are accessible.

Training

We are committed to providing appropriate AODA training to all employees at CRG-EVERSANA.

We will also ensure all people who provide service are appropriately trained. Training content includes the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.

Actions taken:

- All employees have taken the required AODA training.
- AODA training has been added to the On-Boarding/Orientation process.
- Mandatory training continues to be provided to all new employees.
- AODA training is added to our Compliance Wire training program.
- Training compliance check reports are run as needed.

Actions planned:

- We will continue to use the accessible eLearning template for AODA online learning modules.
- We will Institute a refresher annual training cycle or as changes occur to ensure knowledge remains current.

Information and Communications

We are committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible, and they meet the needs of persons with disabilities.

CRG-EVERSANA will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

There may be some situations where accessible formats and communication supports may not be provided. These situations include when:

- it is not technically possible to convert a document to an accessible format. In this case, we will explain why and provide a brief summary.
- the information comes from another organization.
- we do not control the information.
- the information is found on products or product labels.

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible.
- a summary of the unconvertible information or communications

Actions taken:

- Implemented our accessible customer service feedback process. Feedback can be provided in various formats including phone and email.

Actions planned:

- Continue to ensure information can be made accessible to people with disabilities upon request.
- Review best practices and update accessible documents as needed.
- Continue to work with employees that create documents that are accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Accessible websites and web content

External-facing website [www.eversana.com] controlled directly by EVERSANA will continue to take steps towards compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with the schedule set out in the IASR.

We will also consider conforming to WCAG 2.0 Level A and Level AA standards for our intranet site. This will improve inclusion and provide employees using adaptive technologies better access to information.

Actions taken:

- Public website, significantly refreshed websites and any web content posted meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Website review of critical accessibility issues

Actions planned:

- We will work toward meeting WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) for our web content.

- Create processes and guidance documents to ensure information posted on our intranet sites are accessible.
- Conduct web accessibility audits on all existing websites and web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements.
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality.
- Ensure forms are designed and conform with accessibility criteria.
- Continue to review our website for critical accessibility issues.

Emergency procedures, plans or public safety information.

Safety is a priority for us, and we strive to ensure that our facilities are safe for clients, visitors, and employees.

CRG-EVERSANA has accountability to prepare building related emergency procedures, plans or public safety information and the provision of this information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

Action taken:

- We undertook a review of emergency procedures at each of EVERSANA's Ontario locations and ensured that related emergency information is available in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Actions planned:

- Continue to review emergency procedures at each EVERSANA Ontario location and provide to our employees or public in an accessible format upon request.
- Communication to all staff regarding support for emergency situations and development of individualize emergency response plans.
- Development and annual review of individual emergency response plans in place for individuals who have self identified the need for additional support.

Employment

We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. We recognize that by removing barriers across the employment life cycle will create a workplace that is diverse, accessible and enables employees to reach their full potential.

Recruitment

Actions taken:

- All postings to the public-facing careers website include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes.
- All postings include the statement: *EVERSANA is an equal opportunity employer which values diversity in the workplace and encourages applications from all qualified applicants. If you require an accommodation to participate in the recruitment and selection process please contact, brooke.smith@eversana.com.*

- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that considers the applicant's unique abilities.

Actions planned:

- Continue addressing barriers to recruitment.
- Continue to accommodate employees.

Accessible formats and communication support for employees**Actions taken:**

- Accessible Feedback form has been developed to ensure requests can be submitted.

Actions planned:

- Continue to ensure all learning products and systems are WCAG 2.0 Level A and AA compliant.
- Continue to provide assistive devices as required.
- Provide training to employees on how to create accessible documents.

Documented individual accommodation plans.**Action taken:**

- We have an Accessibility Policy, Accommodation Plan Form and Individualized Accommodation Plan form that includes documented processes and information on accommodating employees with varying abilities.

Actions planned:

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program.

Workplace emergency response information

Where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

Actions taken:

- Our Emergency Specific Protocols include Person's Requiring Assistance and AODA requirements.
- A process for communicating individual emergency response plans to managers has been implemented by the Human Resources Department, maintaining the privacy of any medical information that may be disclosed during the accommodation process.

Actions planned:

- Review and update every two years to identify new employees requiring workplace emergency response assistance and ensure information contained on the intranet site for existing employees is current.
- Where we are aware, prepare individualized workplace emergency plans for employees who have disclosed a disability and who require accommodation.
- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

Design of Public Spaces

We will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by CRG- EVERSANA.

When CRG-EVERSANA constructs or redevelops public spaces we will do so in keeping with the requirements set out in the Integrated Accessibility Standards – The Design of Public Spaces Standards and Ontario’s Building Code.

Actions taken:

- CRG-EVERSANA’s leased locations in Ontario adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.

Actions planned:

- Continuously improve physical accessibility in CRG-EVERSANA Ontario locations
- Work with landlords to suggest areas of improvement for physical accessibility to CRG-EVERSANA Ontario locations.

Feedback:

Feedback on how services were delivered to people with disabilities will be invited, forwarded to the appropriate personnel, responded to, documented, and tracked. Feedback will be collected by phone, mail, email, the EVERSANA website and in person at any one of our locations.

Feedback will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the multi-year plan.

Action Taken:

- Implemented an accessible customer service feedback process. Feedback can be provided in various formats including phone, email, mail, via EVERSANA website.

Actions Planned:

- Continue to use the accessible feedback methods as a means for improving services to persons with different abilities.
- Ensure any internal feedback methods for employees are accessible.
- Accessibility status reports, these reports will include how we have met our goals, commitments, and the legislative requirements.

Measuring Results

Reviewing feedback:

We will monitor and evaluate any feedback EVERSANA received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

Revisions to the Multi-year Accessibility Plan:



If through public consultation, feedback and our own accessibility action and planning processes, we determine that the Multi-year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website and will be provided in alternate formats on request.

Feedback is welcome.

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and IASR. Please contact us by:

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