

Accessibility Policy

Statement of organizational commitment

AppCentrica is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles. Training will be provided as soon as practicable. If any changes are made to this policy, additional training will be provided. We will maintain a record of the dates when training was provided, as well as the number of individuals to whom it was provided.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

Recruitment

AppCentrica will provide notice to employees and the public about accommodation for accessibility during the recruitment process. This will include:

1. Notifying individuals selected for interviews or evaluation that accommodations for accessibility are available upon request in relation to the materials or processes to be used.
2. Providing or arranging appropriate accommodation in consultation with an applicant if the applicant requests accommodation for accessibility.
3. Notifying successful applicants about AppCentrica's policies for accommodating employees with disabilities.

Employee Notification

AppCentrica will inform employees of its policies for supporting and accommodating employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

AppCentrica will provide information required by the section to new employees as soon as practicable after they begin their employment, as part of the onboarding process. AppCentrica will also provide information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Workplace Emergency Response Information

AppCentrica will provide individualized workplace emergency response information to employees who have a disability, as per the following items:

- If an employee's disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.
- The information required under this section will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- The individualized workplace emergency response information will be reviewed when the employee moves to a different location in the organization, the employee's overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies.

Individual Accommodation Plans

AppCentrica is committed to accommodating people with disabilities, and will use the following process to identify and meeting employee accommodation needs:

1. Recognize the need for accommodation. Accommodation can be:
 - Requested by the employee
 - Identified by the employee's manager
2. Gather relevant information and assess needs. The employee is an active participant in this step.
 - Information will be collected on the employee's functional abilities, not the nature of the employee's disability
 - The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.

- The employee and their manager will work together to find the most appropriate accommodation
 - A medical or other expert may be engaged at AppCentrica's expense to help determine if/how the employee's needs can be accommodated
 - The employee may ask a workplace representative to participate in the process
- 3. Write an individual accommodation plan. After identifying the most appropriate accommodation(s), the detail will be documented in a written plan
 - The plan will include:
 - What accommodation(s) will be provided
 - How to make information accessible to the employee, including accessible formats and communication supports
 - Employee emergency information and/or emergency response plan (if applicable)
 - When the plan will be reviewed and updated
 - The employee's manager will give the employee a copy of the individual accommodation plan (in an accessible format, if required), or written reasons for denying accommodation
- 4. Implement, monitor and update plan. After implementing the accommodation plan, the employee and their manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee and their manager will reassess the situation (step 2) and update the plan. The accommodation plan will also be reviewed if:
 - The employee's work location or position changes
 - The nature of the employee's disability changes

Return to Work Process

AppCentrica is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.

1. Initiate the leave and stay in contact with the employee. If an employee needs to take a disability leave, they will inform their manager and human resources. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.
2. Gather relevant information and assess individual needs. The employee and manager will work together to share information and find the most appropriate accommodation, for example:
 - The manager:
 - Provides the employee with return to work information
 - Helps resolve any problems with treatment if requested to do so by the employee
 - Maintains regular contact with the employee
 - Ensures work practices are safe for returning employee

- Assists with identifying accommodations
- Assists with analyzing the demands of each job task
- The employee:
 - Gets and follows the appropriate medical treatment
 - Provides updates about their progress, including information about their functional ability to perform the job
 - Provides their health care provider with the return to work information
 - Health care provider(s), workplace representative(s) and health and safety professional(s) may also participate in the process, if needed.
- 3. Develop a return to work plan. After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan, which will be attached to the employee's individual accommodation plan. Depending on circumstances, the employee may:
 - Return to the original position
 - Return to the original position with accommodation(s) on a temporary or permanent basis
 - Return to an alternate position on a temporary or permanent basis
- 4. Implement, monitor and update the plan. After implementing the return to work plan, the employee and manager will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

This return to work process does not replace or override any other return to work process created by or under any other statute.

Performance Management, Career Development and Advancement, and Redeployment

AppCentrica will take into account the accommodation needs and/or individual accommodation plans of employees when:

- Undertaking performance management processes
- Providing career development and advancement information
- Using deployment procedures

Design of Public Spaces

AppCentrica will meet accessibility laws when building or making major changes to public spaces. We do not currently have any public spaces and do not foresee this to apply to AppCentrica for the foreseeable future. If AppCentrica develops public spaces in the future, we do so in accordance with the existing requirements under the Design of Public Spaces Standards. We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Availability of Policy

This policy will be made available to the public, via AppCentrica's website, www.appcentrica.com and internally to employees via electronic communications and printed methods.

Multi-year Accessibility Plan

AppCentrica's multi-year accessibility plan (included below) outlines a strategy to prevent and remove barriers between now and 2021, according to the requirements of the Accessibility for Ontarians with Disabilities Act. AppCentrica will review and update this plan at least once every five years. This policy will be made available to the public via Appcentrica's website, www.appcentrica.com

Changes to existing policies

AppCentrica will modify or remove any existing policy that does not respect and promote the dignity and independence of people with disabilities.

Multi-year Accessibility Plan

AppCentrica is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will remove and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Introduction

AppCentrica is a small business that strives to meet the needs of its employees and customers with disabilities and improve accessibility. Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Section One: Past Achievements to Remove and Prevent Barriers

Our facility in downtown Toronto is an office within a heritage building that has constraints because of the age of the building. We have taken multiple to steps to improve the accessibility of our office environment.

We have provided furniture and equipment that removes barriers, including: large screen and height adjustable monitors, standing/height adjustable barrier free desks, and ergonomically designed chairs. Employees can select their own keyboards and mice. The height adjustable desks have been well received and have become the standard for new desk purchases. Approximately one quarter of our desks are now height adjustable.

We have recently installed a camera and intercom system at reception to provide access to our staff remotely. The reception area is secured because of the concerns related to security within a large city, however, the camera/intercom system removes a barrier.

We maintain active monitoring of hallways to allow for barrier free access within our office environment. The three Fire Wardens for the floor are identified and responsible for this monitoring. The owners of the company also ensure barrier free access throughout our office.

Customer Service

AppCentrica has remained in compliance with the Customer Service Standard. We treat customers based upon the following principles:

- Dignity – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- Integration – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers.
- Equal opportunity – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

We have not received any AODA related feedback from individuals outside the organization. If needed, start@appcentrica.com is available via our website and is forwarded to the senior leadership of the company upon submission. Our website, www.appcentrica.com also provides directions, a contact phone number and other channels including LinkedIn and Instagram.

Information and Communications

Information about the AODA, AppCentrica's responsibilities for meeting the accessibility needs of its employees and the rights that AppCentrica employees have under the AODA is posted in a highly visible part of our kitchen, our office's main common space. Employees have been informed about this plan and our accessibility policy, and it has been made available via our website, www.appcentrica.com.

AppCentrica has an official Diversity and Inclusion Policy, and has a diversity and inclusion committee that meets once per month. This policy outlines the responsibilities each employee has for promoting inclusivity in the workplace, as well as a reporting and resolution process for any cases of discrimination. This policy, as with all company policies, are posted on a companywide accessible Google drive. All employees have been required to read and sign off on this policy, and new employees are given a handout and introduced to these policies during their onboarding session.

We track our employee net promoter score through an anonymous biweekly survey that includes a comments/feedback section that is delivered to company leadership anonymously. Once a month we meet with all staff and discuss company matters and any issues that are brought forward by staff. We use this monthly meeting, as needed, to provide all employees with information about issues related to accessibility. Additionally, we have an annual offsite that allows for broader discussions of the companies strategies and initiatives and provides staff another opportunity to provide feedback.

AppCentrica also validates our ongoing commitment to treating our employees with dignity, inclusivity, independence and equal opportunity via applying for external awards that are based on anonymous surveys conducted by independent parties.

To this end, we have been recognized as a Great Place to Work over multiple years and in multiple categories, including:

- 2019 Best Workplaces™ in Canada – Less than 100 employees
- 2019 Best Workplaces™ for Millennials
- 2019 Best Workplaces™ in Technology
- 2019 Best Workplaces™ for Mental Wellness
- 2019 Best Workplaces™ for Inclusion
- 2018 Best Workplaces™ in Canada – Less than 100 employees
- 2018 Best Workplaces™ for Millennials
- 2018 Best Workplaces™ in Technology
- 2017 Best Workplaces™ in Canada – Medium
- 2017 Best Workplaces™ in Technology
- 2017 Best Workplaces™ for Millennials
- 2017 Best Workplaces™ for Celebrating Success

We have been also been awarded Canadian Business Excellence Award in each of the last four years. Applicants are evaluated by the adjudication committee of the Canadian Business Excellence Award against the award criteria in three key performance areas: (1) Delighted Customers; (2) Engaged Employees; and (3) Innovation. Applicants are benchmarked on their own merit and do not compete against one another.

<https://canadianbusinessexcellenceaward.com/2020-recipients/>

Employment

We use referrals and agencies to recruit staff. Our job offerings are posted on our website and provide access broadly via reposted online recruiting channels.

Section Two: Strategies and Actions

Customer Service

AppCentrica is committed to continuing to provide accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. We will continue to refine our onboarding process and annual compliance through yearly signoff.

Information and Communications

AppCentrica is committed to making our information and communications accessible to people with disabilities.

Our public facing web site is currently not compliant with the W3C WCAG v2.0 “AA” standard. We have reviewed our site using the “AChecker” automated accessibility review tool, and corrections and warnings have been identified. We are in the process of reviewing, and the necessary corrections will be completed by December 31, 2019.

We will provide all employees with electronic access and mechanisms for group, one to one and anonymous feedback mechanism.

We will continue to maintain our Diversity and Inclusion committee and actively seek new members who provide us with insights into the evolving requirements of a diverse workforce.

Employment

AppCentrica is committed to fair and accessible employment practices. We will continue to ensure that Best Practices are understood and embedded in AppCentrica through affiliation with organization like Great Places to work. As we grow our revenues we anticipate adding a HR Leader (approximately 100 employee level, within the next two years), who can help to guide our Human Resources practices including AODA.

Training

AppCentrica is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. We plan to increase the amount of training on accessibility our employees receive, both through group trainings (including at our monthly and annual company-wide meetings), as well as through individual trainings, such as through online training modules.

We will continue to refine our onboarding practices, annual compliance mechanisms and policies on an on-going basis. When we have an HR Leader in place we will determine the necessity for a more formalized training plan

Design of Public Spaces

AppCentrica will meet accessibility laws when building or making major changes to public spaces. We do not currently have any public spaces and do not foresee this to apply to AppCentrica for the foreseeable future. AppCentrica will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Reviewing and Updating this Plan

AppCentrica will review and update this plan at least once every five (5) years, as well as whenever there are any changes to relevant legislation or AppCentrica policies.