

## MULTI-YEAR ACCESSIBILITY PLAN AND POLICIES FOR ECOMETRIX INC.

### Introduction

#### Statement of Commitment

Ecometrix is committed to ensuring equal access for people with disabilities and treating people with disabilities in a way that allows them to maintain their dignity and independence and embodies the principles of integration and equal opportunity.

We are committed to be a barrier-free environment for persons with disabilities in employment, in our communications and information, in the delivery of goods and services to our clients, and in our built environment. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws in a timely manner.

Ecometrix is committed to ensuring that all its employees are aware of their responsibilities to foster an accessible and inclusive environment with, and for, persons with disabilities.

#### Background

Ecometrix is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). As we continue to grow, our commitments under the AODA change. This accessibility plan outlines the steps we are taking to meet the requirements and to improve opportunities for people with disabilities.

This multi-year plan outlines how we will play our role in making Ontario an accessible province for all Ontarians.

This plan will be reviewed on an annual basis and will be updated in 2028.

## **Section 1. Past Achievements to Remove and Prevent Barriers**

Ecometrix has completed the following accessibility initiatives:

### **Customer Service**

Ecometrix is committed to creating and maintaining an accessible environment for persons with disabilities in the delivery of its goods and services and will continue to:

- Communicate in ways that consider the needs of the persons with disabilities.
- Arrange for the provision of accessible formats and communication supports for persons with disabilities.
- Ensure persons with disabilities who use assistive devices are able to obtain, use, or benefit from our services.
- Allow a person with disabilities who is accompanied by a service animal or support person to enter the premises with the animal or support person.
- Provide notification in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.
- Provide information about emergency procedures, plans or public safety in an accessible format or with appropriate communication supports upon request.

### **Information and Communications**

Ecometrix is committed to providing accessible information and will continue to, upon request and in consultation with the person making the request, arrange for the provision of documents in an accessible format or with communication support to persons with a disability in a timely manner and at a cost that is no more than the regular cost charged to other persons.

### **Employment**

Ecometrix is committed to supporting the recruitment and accommodation of employees with disabilities. We have:

- Reviewed all our HR-related policies in 2023 to ensure inclusiveness by removing any systemic barriers.

- Documented a return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work.

## **Training**

Ecometrix provides training on an ongoing basis when changes are made to our policies and practices.

## **Section 2. Strategies and Actions**

The following outlines Ecometrix's plans to meet the requirements of AODA and to remove and prevent barriers for people with disabilities between 2023 - 2028.

### **Customer Service**

Ecometrix is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

- A. We will partner with external experts to provide training to our employees on interacting with people with disabilities, inclusive work behavior, teaching on the necessary etiquette, and encouraging open communication.

### **Information and Communications**

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

- A. We will ensure that our presentation materials are inclusive for people with low vision and/or hearing loss by developing and using a template deck with large fonts, high contrast colours, and a clean layout.
- B. We will ensure that our marketing material and communications are inclusive and reach people with disabilities. For example, we will develop marketing materials that demonstrate Ecometrix's commitment to removing barriers for people with disabilities.

- C. We will ensure our website complies with the Web Content Accessibility Guidelines 2.0 Level AA, including at least the following:
- High contrast colour / text
  - Large, clear fonts
  - Descriptions / alt tags for pictures
  - Captions or text transcripts for videos

## **Employment**

Ecometrix is committed to fair and accessible employment practices.

- A. We will review our recruitment processes with an inclusivity lens to eliminate barriers and ensure our processes are accessible to all candidates with disabilities.
- B. We will add the following statement to all of our job postings / careers page to encourage people with disabilities to participate in the recruitment process:  
“We are committed to employment diversity and encourage all qualified individuals to apply. Accommodations are available upon request for candidates taking part in all aspects of the selection process.”
- C. We will develop and implement recruitment strategies to help increase the representation of persons with disabilities throughout Ecometrix.
- D. We will involve all employees in a DE&I opinion survey to get firsthand feedback regarding employment at Ecometrix, and the effectiveness / inclusiveness of our programs and benefits.

## **Training**

Ecometrix 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.

- A. Our current staff will undergo AODA / Human Rights training.
- B. Our new staff will be trained on AODA / Human Rights as part of the onboarding process.

## **For More Information**

**For more information on this accessibility plan, or to obtain standard and accessible formats of this plan for free, please contact:**

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**Our accessibility plan is publicly posted at: <https://www.ecometrix.ca/>**