Multi-year Accessibility Plan

Last updated:
May 18 2022
June 30 2021

Cetaris Statement of Commitment

Cetaris Canada Inc. is committed to making our environment as welcoming and accessible as we can for customers, visitors, and team members with disabilities.

In keeping with our own Core Values of 'Respect the Individual' and 'Strive for Excellence', our plan for making Cetaris products and services accessible to all customers, is consistent with the AODA's principles of independence, dignity, integration, and equality of opportunity.

Cetaris is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. All workplace policies, content, and business practices implemented by Cetaris will respect and promote the dignity and independence of people with disabilities, or they will be modified or removed.

About this Plan

As a provider of enterprise asset management software products with production and head office in Toronto, Ontario, Canada and Sales/Implementation/Training offices in the United States, Cetaris conducts most of its business activities online or through phone, video conference, and email, as well as onsite visits to customers.

As such, our plan covers accessibility concerns related to Customer Service, Information and Communications, Employment, and Design of Public Spaces (office setting). It does not include the areas of Procurement or Self-service Kiosks.

![Cetaris logo]

	Accessibility Standard	Current Provisions	Future Actions
Annually	Multi-year plan	Multi-year plan 2012-2023 updated and posted to company intranet, Workplace Info for team members.	• Annual reviews and consultation with leadership, Joint Health & Safety Committee, website and design teams, as well as any interested team members with disabilities. • Take steps to prevent and remove any barriers to accessibility identified by customers, visitors, and team members. • Refresh Customer Accessible Service training with team at large including Workplace Emergency Preparedness for all team members, and consult any team members with disabilities/injury for general improvements. • Review and update any individual accommodation plans as necessary.
By Jan 1, 2012	Accessible customer service is in place.	• Cetaris posts its Accessibility standards and support at cetaris.com/accessibility, and on the company intranet. • People can provide accessibility feedback online and through our Access phone line 416-679-2727.	• Closed captioning added to all software training videos provided in-product and via Customer Support Portal. • **2021**: Added to Unscripted training videos. • **2022**: New product webinar events: customers are notified at registration that accessibility support is provided. Selecting webinar tools to provide

- Service animals and support persons are welcomed.
- Team members are trained using AccessForward's online training on how to serve customers with disabilities.
- Training completion is tracked and documented as part of onboarding.
- Cetaris Annual User Conference attendees are notified by invitation, conference program, and on-site that accessibility support is provided in consultation with persons requiring it in order to fully participate in the conference.
- End user content for sales, training and implementation purposes, as well as in-product Help systems are documented in organized text based format (MS Word) for easy adaptation to other formats (large print, etc.)

Re-design of corporate website cetaris.com incorporated WCAG 2.0 Level A or AA. (2017)

auto-transcriptions during the webinar.

- Continual evaluation of meeting tools to leverage accessibility features.

By Jan 1, 2014   WCAG 2.0 Level A

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By Jan 1, 2016	• Accessible employment practices are in place.

- Accessible employment practices are in place.

- Cetaris lets the public and its employees know that it will accommodate people of all abilities during and after recruitment, and throughout their tenure with the company.

- Cetaris will work with people to provide information, products and support eg in accessible formats, as fast as possible after a need for accommodation becomes known.

- Team members can refer to cetaris.com/accessibility and Workplace Info on company intranet for Cetaris' Accessibility standards and general support.
- Job applicants are notified on job postings and invitations to interviews, and can request modified approaches to interviewing and skills assessment practices.
- New team members are informed about accommodation and invited to discuss their needs during new hire orientation
- Team members work with HR and leads to discuss, document, and implement individual accommodation plans (IAPs) when team members request accommodation.
- IAPs will include workplace emergency response procedures that may need to be adapted to better support the team member in an emergency.

- **2022:** Due to current 100% remote work situation (since the start of the pandemic March 2020), Joint Health & Safety is implementing a Work-from-Home Health & Safety checklist that will include a focus on new or different needs for accommodation arising from moving to a home office environment.

- **2022**: Added a more formal written general process for development of individual accommodation plans (IAPs).

Planned from 2022:
- Check-ins for changing needs: Leads will enquire from time to time if existing team members are experiencing any new barriers to being able to carry out their work that may require accommodation, during monthly professional development conversations. HR will similarly check in as part of regular team surveys to better understand Cetaris' employee experience.

- IAPs will be revised as necessary when team members identify that they have a disability or injury/illness requiring support, including return-to-work support after a leave of absence or support of a change in role.

By Jan 1, 2017	Design of Public Spaces	Standard practices when offices are open:	

Standard practices when offices are open:

- Occasional visitors to our office such as job applicants are pre-scheduled, at which point accommodation is offered and planned for in consultation with the visitor.

- Currently 2 of approximately 40 parking spots closest to the front door are designated for visitors including those with disabilities.

- Cetaris provides front entrance access support through pre-visit planning, and a posted Accessibility support telephone line. Please call **416-679-2727**

- **2022 practices since March 2020**: Currently, 100% of the Cetaris team is working from home till further notice and has done so since the start of the pandemic for health and safety reasons.

- Only couriers and service people are received at the office, and curbside pickups are arranged with team members on occasion. Most work equipment is delivered to team member home offices. Parking is available but not used.

- **Future plans**: If Cetaris returns to an office environment and develops new or updates existing parking lots, eating and waiting areas to support team members' in-office work, they will be designed and developed in accordance with current accessibility requirements.

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to request support before or at your arrival.

By Dec 31 2017 — Accessibility Report filed.

By Dec 31 2020 — File Accessibility Report

By Jan 1, 2021

- Make all websites and web content accessible for new and existing customers, job applicants, and other end users.

- Cetaris will continue making our websites, customer self-access support portal, video-based software training resources, and web content accessible as per WCAG 2.0 Level AA.

- Continue ensuring text-based formats and closed captioning for all video-based resources.
- Reflect WCAG 2.0 Level AA in organizational Design System (in progress).
- Leverage new methods of accessibility testing of websites and web based products.
- Engage an external independent WCAG audit of cetaris.com

  May 2021: Independent Accessibility Compliance Audit for WCAG 2.0 Level AA completed by QA Consultants. All identified gaps were addressed, and website development processes were updated to continuously build in recommended measures.

By June 30, 2021 — File Accessibility Report

Extended from December 2020

- Post Multi-Plan on cetaris.com
- Verify all WCAG 2.0 AA changes recommended through external audit
- Develop a more formal IAP process

2022: Published Multi-year Plan on website. Continue to update Multi-year Plan annually.

WCAG 2.0 AA: As we continue to update and maintain our website with new pages, tools, plug-ins, we will confirm that every webpage continues to be WCAG compliant. Run a new internal accessibility audit.

Joint H&S Committee: Continue to review the current remote work environment with team members to identify possible barriers to accessibility.

IAP process 2022:
- Added a more formal written general process for development of individual accommodation plans (IAPs).

- Ongoing: collect team member and lead feedback on how effective the process when IAPs are initiated. Raise team awareness of process.

For more information on this accessibility plan, please contact: Yvonne Wynen, Director Human Resources/Learning & Development
- **Email: hr@cetaris.com**
- **Our accessibility plan is publically posted at: Cetaris.com/accessibility**
- **Standard and accessible formats of this document are free on request from: hr@cetaris.com**