Cetaris Multi-year Accessibility Plan

Last updated:
Dec 28 2023
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, and to fulfilling the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

In keeping with our own Core Values of 'Respect the Individual' and Code of Conduct, 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.

All workplace policies, business practices, and products Cetaris develops and implements will respect and promote the dignity and independence of people with disabilities, or they will be modified or removed.

	Accessibility Standard	Current Provisions	Future Actions
Annually	Multi-year plan	Multi-year plan 2012-2024 updated and posted to company intranet, Workplace Info for team members.	- Annual reviews and consultation with leadership, Health & Safety, website and design teams, customer and team event planning groups, as well as any interested team members with disabilities. - Take steps to prevent and remove any barriers to accessibility identified by customers and team members (with new focus on 100% remote work environment) - 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. - Refresh IAP training with leads - Review and update any individual accommodation plans as necessary. - Refresh job candidate accessibility support measures, scripts with Cetaris interview teams - Refresh Support team training on how to respond to calls to Cetaris Accessibility help line **416-679-x2727**

| By Jan 1, 2012 | Accessible customer service is in place. | • 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.
• Service animals and support persons are welcomed at in-person work events
• People can provide accessibility feedback online and through our Access phone line 416-679-2727.
• Cetaris posts its Accessibility standards and support at cetaris.com/accessibility.
• 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.)
• End user content in video format has closed captioning | **2024:** Review impact of newly implemented (2023) accessibility messaging connected with customer site product training preparation.

2024: Review Sales activities and materials from an accessibility perspective for opportunities to optimize. (Virtual and in-person software demos, tradeshow booths, etc.) |
| By Jan 1, 2014 | WCAG 2.0 Level A | • Re-design of corporate website cetaris.com incorporated WCAG 2.0 Level A or AA.

• Closed captioning added to all scripted software training | **2021**: Unscripted videos updated. |

videos provided in-product and via Customer Support Portal.

| By Jan 1, 2016 | 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. | • Employees can refer to cetaris.com/accessibility and cetaris.com/contact 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 employees are informed about accommodation and invited to discuss their needs during new hire orientation, including workplace emergency response procedures that may need adapting to better support them in an emergency.
• Managers inform new employees in monthly performance development conversations, and will document individual needs and accommodation plans in monthly meeting notes.
• Individual accommodation plans will be offered, documented, and revised as necessary when employees 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 promotion to a new role. | **2021**: Add written general process for development of individual accommodation plans.
2024: Add Work-from-Home Health & Safety Self-inspection checklist that includes questions around accessibility needs including emergency preparedness.
2024: Confirm that new Incident Response Team has documented protocols for responding to team members with accessibility needs during an emergency.
2024: As the team now working 100% remotely starts increasing in-person meet ups in co-working spaces, conference centres, and other spaces outside their home offices, accessibility of such spaces will be a criteria for team members who need support. |

By Jan 1, 2017	Design of Public Spaces	• Currently, Cetaris works 100% in a work-from-home environment and no longer maintains an office space where consideration of parking lots, front entrance, waiting rooms, and general office mobility is necessary. • However, we do commit to reviewing every virtual or in-person business interaction with our customers and our team for accessibility support. • Cetaris provides still provides a posted Accessibility support telephone line. Please call **416-679-2727** to request support before your Cetaris business meeting, training event, or other virtual or in-person business event with us.	**Future**: If/when Cetaris sets up new parking lots and waiting areas serving any new office spaces, (currently we work 100% remotely), they will be designed and developed in accordance with current accessibility requirements. **Ongoing:** Off-site in-person events such as Cetaris Summit annual conference with customers, or team building events at various Toronto venues will be assessed in terms of accessibility, and the appropriate adaptations, measures, and supports will be implemented and communicated to those affected. **2024**: Evaluate the place of the accessibility help line x2727 at in-person events.
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. Engaged an external independent WCAG audit of cetaris.com	**Ongoing:** Continue ensuring text-based formats and closed captioning for all video-based resources. Ongoing: Leverage new methods of accessibility testing of websites and web based products. **2024:** Reflect WCAG 2.0 Level AA in organizational Design System (in progress).
By June 30, 2021	File Accessibility Report	Extended from December 2020 Implemented WCAG changes Posted Mulit-year Plan on website.	**Annually:** Post Multi-year Plan on cetaris.com

		Developed written IAP process.	**Ongoing:** Integrate Accessibility with Health & Safety Committee **Ongoing:** Review accessibility for possible barriers in the new remote work environment
By Dec 31, 2023	File Accessibility Report		