

Multi-Year Accessibility Plan

2024-2029

This Multi-year Accessibility Plan outlines the strategy of Enghouse Systems Limited to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

This plan covers Enghouse Systems Limited and all subsidiaries, current and future as all are collectively known as Enghouse Systems Limited for the purpose of this document.

Statement of Commitment

Enghouse Systems Limited is committed to providing an accessible environment for all clients, employees, job applicants, volunteers and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. Enghouse Systems Limited ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-Year Accessibility Plan

Enghouse Systems Limited is committed to providing services in a manner that is inclusive and respectful of the diverse needs of our clients, employees, volunteers, and community. We will make reasonable efforts to ensure that our services are accessible to all, regardless of disability. This is done by removing barriers and complying with the *Integrated Accessibility Standards Regulation* as well as *Accessibility for Ontarians with Disabilities Act, 2005*. These efforts are detailed within this plan, which is in effect from January 1, 2024, to December 31, 2029.

This plan covers the following aspects of the *Accessibility for Ontarians with Disabilities Act, 2005*:

- Information and Communication Standards
- Employment Standards
- Customer Service Standards
- Training Standards
- Accessible Emergency Response Information Standards
- Individual Accommodation Standards
- Return to Work Plan Standards
- Feedback and Improvement

Information and Communication Standards

In alignment with the AODA's Information and Communication Standards, Enghouse Systems Limited will:

- Ensure that all public-facing information is accessible and meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements.
- Provide accessible formats and communication support when requested.
- Regularly review and update our website so that it remains accessible and adaptable to individuals with disabilities.
- Publish content that is created by authors who have accessibility training and knowledge to ensure it is compliant with all individuals.

Employment Standards

In alignment with the AODA's Employment Standards, Enhouse Systems Limited will:

- Advertise and recruit all individuals, including those with disabilities. Ensuring that our recruitment process upon request is adaptable and willingly to provide accommodation to all while remaining inclusive.
- Accommodate any and all devices or equipment that is requested by the employee, which allows them to be fully integrated in all aspects of their employment.
- Present clear communication with the use of accessible formats (if applicable). In order to ensure all individuals are accommodated for and can understand their job requirements.
- Provide career development opportunities for all employees through performance reviews or job openings, instilling inclusivity, and equality.

Customer Service Standards

In alignment with the AODA's Customer Service Standards, Enhouse Systems Limited will:

- Ensure that all interactions with customers, regardless of ability, are conducted in accordance with proper policies and procedures. As well as in a respectful and accessible manner.
- Commit to exceptional communication with our client base, as it remains is our main priority. Our employees will use plain language and accommodate communication needs to the best of their ability.
- Welcome the use of devices or external support that is requested or needed by our customers. Our employees will follow proper procedures when interacting with customers and support people.
- Accommodate if additional support is needed and requested by said customers. Enhouse Systems Limited will always adapt and be proactive with every interaction.

Training Standards:

In alignment with the AODA's Training Standards, Enhouse Systems Limited will:

- Ensure that all employees, both existing and new, will undergo training on the principles of accessibility, AODA requirements, promoting inclusivity and inform them of the IASR standards.
- Have employees complete training that includes how to recognize different types of disabilities, understanding their potential impact, how to navigate, accommodate and adapt to both their peers and our clientele.
- Promote our employees to take their training and apply it to their everyday work life and use those skills to acknowledge and recognize potential accessibility barriers. Leaving an open line of communication to voice their concerns.
- Integrate accessibility standards throughout the organization and foster an environment of respect and inclusion. Amplifying the importance of diversity and a welcoming organizational culture.
- Training modules will be reviewed periodically, and employees will be advised (or re-trained if necessary) when changes are made to policies, practices, and procedures.

Accessible Emergency Response Information Standards

In alignment with the AODA's Workplace Emergency Response Information Standard, Enghouse Systems Limited will:

- Commit to ensuring the safety and well-being of all individuals, including those with disabilities.
- Follow the guidelines and practices of our Health & Safety policy while ensuring that documentation is accessible and readily available upon request.
- Showcase clear and concessive evacuation routes and where to locate them.
- Provide employees including those with disabilities, with an evacuation meeting point and document that location with directions in an accessible area to all.
- If needed, create an individualized workplace emergency response plan once Enghouse is aware of the requirement for accommodation.
- If required and received consent from the individual with disabilities, share their plan with an accommodation partner.

Individual Accommodation Standards

In alignment with the AODA's Individual Accommodation Standard, Enghouse Systems Limited will:

- Work with all employees, including those with disabilities to accommodate until undue hardship.
- Work with medical professionals, the employee and the employee's manager to ensure that they are able to fully integrate and meet the objectives of their job.
- Work with the employee by creating an individual accommodation plan with the use of our standard processes and procedures.
- Maintain constant communication and adaptability to ensure that our employees can be accommodated in a timely manner.
- Include an individualized workplace emergency response plan (if applicable).

Return to Work Plan Standard

In alignment with the AODA's Return to Work Plan Standard, Enghouse Systems Limited will:

- Work with the employee when they are returning to work from a leave or STD/LTD. This will be done by continuous communication, following medical notes or recommendations from health professionals. As well as accommodating by working with the employee so they are comfortable and supported.
- Ensure that they are accommodated by whatever means is necessary, these could be by; using support devices, reduced working hours or a temporary reduction in job responsibilities.
- Have open and transparent conversations with the employee and the steps needed to successfully integrate back into their role.
- Create a return-to-work plan that is consultation with the employee, relevant healthcare professionals and management to ensure the plan meets the individuals' overall needs.
- Maintain confidentiality of all medical and disability-related information and when necessary, always receive consent from the employee to inform the proper parties of the disability return to work accommodation.

Review and Update:

Enghouse System Limited's Multi-Year Accessibility Plan will be reviewed every 5 years by Human Resources. All applicable updates to the plan will be done promptly, to ensure that the most recent and valid version will always remain available.

Feedback and Improvement:

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact by email: info@enghouse.com or by telephone at: 1-905-946-3201.

Located at:
Enghouse Corporate
80 Tiverton Court Suite 800,
Markham Ontario, L3R 0G4

By adhering to this Multi-Year Accessibility Plan, Enghouse Systems Limited aims to create an inclusive and accessible environment for all individuals.

Sincerely,

A handwritten signature in black ink that reads "Kaelyn Pancel". The signature is written in a cursive, flowing style.

Kaelyn Pancel
HR Manager