

## Sigma Systems Multi-Year Accessibility Plan

### I. Accessibility Plan for Sigma Systems Canada Inc.

#### Introduction

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 with the goal of making Ontario fully accessible by 2025. Sigma Systems Canada Inc. (“Sigma”) is committed to providing goods, services and employment in a timely and accessible manner that respects the dignity of persons with disabilities. This accessibility plan outlines the policies and actions that Sigma will put in place to improve opportunities for people with disabilities.

#### Our Commitment

Sigma is committed to ensuring equal access and participation to all people, including people with disabilities, in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by removing and preventing barriers to accessibility, and meeting accessibility requirements under Accessibility for Ontarians with Disabilities Act (2005) and Ontario’s accessibility laws.

The rules associated with the Accessibility Standards under the AODA, require that Sigma establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements.

Under the AODA, the following accessibility standards set specific requirements that are applicable to Sigma:

- Customer Service;
- Information and Communications; and
- Employment

This multi-year plan outlines Sigma’ strategy to prevent and remove barriers to address the current and future requirements of the AODA.

In accordance with the requirements set out in the Integrated Accessibility Standards Regulation (IASR), Sigma has posted this plan on its website ([www.sigma-systems.com](http://www.sigma-systems.com)). Sigma will continue to:

- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

### II. Accessible Customer Service

Sigma is committed to providing equal access for all individuals, including people with disabilities, to fully participate in Sigma’s goods and services with the same high quality and timeliness. Sigma Systems’ AODA Customer Service Policy outlines how we provide accessible customer service.

### III. Accessible Information and Communications

Sigma is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities to determine their information and communication needs.

***Feedback, Accessible Formats and Communication Supports:***

Sigma currently receives and responds to feedback in a manner accessible to people with disabilities. Individuals have the options to submit feedback via telephone [1-416-943-9696], email [HR@sigma-systems.com] or in-person (55 York Street, Suite 1100, Toronto, Ontario).

As of **January 1, 2016**, Sigma committed to ensuring feedback processes are accessible to people with disabilities by providing accessible formats, communication supports and other reasonable accommodations, upon request. We will continue to:

- Consult with the person making the request on the suitability of an accessible format or communication support
- Notify the public about the availability of accessible formats and communication supports through our website

Sigma continues to welcome feedback to help remove any barriers and improve the way we deliver goods and services to people with disabilities.

***Accessible Websites and Web Content******Planned Action:***

- Sigma will ensure that any new or significantly refreshed websites and web content will conform to Level A of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCGA 2.0) initially, increasing to Level AA by January 1, 2021.

**IV. Accessible Emergency Information**

Sigma is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

***Emergency Procedures, Public Emergency Safety Information***

The following measures were implemented by Sigma effective **January 1, 2012**:

- Emergency procedures and public emergency safety information that is prepared by Sigma, and made available to the public, is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

***Workplace Emergency Response Information***

The following measures were implemented by Sigma effective **January 1, 2012**

- Where Sigma becomes aware of the need to accommodate an employee's disability, and if the employee's disability requires an individualized emergency response, Sigma will provide such to the employee with the disability as soon as possible. If an employee who receives the individualized emergency response plan requires assistance, with the employee's consent, Sigma will provide any designated assistants with the alternative emergency response plan.
- Sigma will review the individualized emergency response plan when:

- The employee relocates within the organization
- The employee's overall accommodation needs are reviewed
- Sigma reviews its emergency response policies

## V. Employment

Sigma is committed to providing fair and accessible employment practices. Sigma will reasonably accommodate accessibility needs for people with disabilities throughout all employment practices. Sigma integrates Accessibility into its employment practices, as follows:

### ***Recruitment Accessibility***

#### *Continuing Action:*

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes
- Notify all job applicants and the public that accommodation is available during the recruitment process upon request, by specifying on job postings and on careers section of corporate website.
- Inform applicants about the availability of accommodations: in initial interview, during the selection process, at the time of the job offer and as soon as possible after the employee begins.
- If a selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability.
- When giving offers of employment, notify the successful applicant of Sigma's policies for accommodating persons with disabilities
- Provide training to colleagues responsible for recruitment, assessment, selection, and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

### ***Workplace Information Accessibility***

#### *Continuing Action:*

- Review and modify existing orientation and on-boarding processes to ensure new employees are provided information about Sigma's accessibility policies as soon as possible after employment commences
- Develop a procedure, to advise employees whenever there is a change to existing policies on the provision of workplace accommodations
- Develop procedures for documenting and updating, individual accommodation plans, which will provide for the methods which requesting employees will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the employee in a format that takes his or her accessibility needs into account
- Develop and provide appropriate training to managers and employees responsible for supporting the individualized accommodation plan process

### ***Return to Work from Disability-Related Leaves***

#### *Planned Action:*

- Review, modify and document existing return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work
- Ensure documented individual accommodation plans include part of the return to work process
- Develop and provide appropriate training to managers and other employees responsible for supporting the return to work process for staff who require accommodation in order to return to work

### ***Performance Management, Career Development and Redeployment***

Sigma uses performance management in respect of its employees, and shall take into account the accessibility needs of employees with disabilities while using its performance management tools.

#### *Continuing Action:*

- Review and modify existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of persons with disabilities are taken into account
- Develop and provide appropriate training to managers and other employees responsible for supporting or impacting performance management, career development and advancement, and redeployment processes

## **VI. Self-Service Kiosks**

While Sigma does not currently use self-serving kiosks at any functions or locations, Sigma will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks:

- The Corporate Development team will be consulted and trained on considering the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.
- Sigma's IT department will be consulted to ensure that any new self-service kiosks are altered to consider the needs of people with disabilities. This is to ensure effective communication methods are provided to people with disabilities at self-service kiosks.
- When procuring self-service kiosks, accessibility features will be incorporated into the procurement process.
- Employees will be trained to assist individuals with accessibility features on all self-service kiosks.

## **VII. Training**

Sigma 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. Sigma will ensure that:

- Training will be provided to all employees, volunteers and other employees who provide goods and services on Sigma's behalf, on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.
- As of **January 1, 2019** Sigma will provide all AODA training digitally to all staff and maintain a record of completion. Sigma can also provide this training in other formats, upon request.

## VIII. For More Information

For more information on this accessibility plan, please contact the Human Resources Department at:

**Email:** [HR@Sigma-Systems.com](mailto:HR@Sigma-Systems.com)

**Phone:** 416-943-9696 press 0 or **Fax:** 416-365-9227

**Write:** Human Resources Department  
Sigma Systems Canada Inc.  
55 York Street, Suite 1100,  
Toronto, Ontario M5J 1R7

Standards and accessible formats of this document will be provided upon request.