



AODA MULTI-YEAR ACCESSIBILITY PLAN ONTARIO

Statement of Commitment

SIM Video International Inc. (the “Company”) is committed to treating all people 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 preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This Multi-year Accessibility Plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities. This plan will be reviewed and modified on an annual basis to reflect the Company’s accomplishments in improving accessibility and to maintain compliance with the Integrated Accessibility Standards Regulation (IASR). The plan is available on the Company’s internal and external websites and internal bulletin boards.

Multi-Year Accessibility Plan

- **Accessible Emergency Information**

The Company is committed to providing the public with available emergency information in an accessible way upon request. Employees with disabilities are also provided with individualized emergency response plan and information.

Status: Completed by January 1st, 2012

- **Customer Service Accessibility**

The Company is committed to excellence in serving all customers including people with disabilities. The Company has put into place a Customer Service Accessibility Policy as required by the AODA.

The Company has developed and put into place an Accessibility Standard for Customer Service Plan that:

- Allows assistive devices in the workplace
- Considers a person’s disability when communicating
- Allows service animals in areas of the premises that are open to the public
- Welcomes support persons
- Informs the public when accessible services are not available
- Welcomes feedback by telephone, writing, email or in person.

The Company has made the Accessibility Standard for Customer Service Plan available to the public and staff by posting it on our company bulletin boards and external website. The Policy is also available in accessible format upon request. The Company has trained employees that deal with the public on the policy and will train new employees.

Status: Completed by January 1st, 2012



- **Accessible Information**

The Company will take the following steps to ensure all publicly available information is made accessible upon request. This includes emergency information, such as temporary closures due to unforeseen circumstances.

- We will respond to requests in a timely manner
- When a request is made we will consult the person and take into account the person's accessibility needs appropriate to their disability
- We will have a process in place for people to be provided with information and communication in an accessible format and we will explain in writing when an accessible format is not feasible and why
- We will inform staff who may receive requests for accessible information on how to obtain accessible formats
- We will notify the public about the availability of accessible formats and communication supports via external and internal websites and Company bulletin boards

Status: Completed by January 1st, 2012

- **Accessibility Policies and Multi-Year Accessibility Plan**

The Company will develop, communicate and train employees, interns and contractors on our Accessibility Policy and Customer Services Standard. The Company will also communicate our Multi-Year Accessibility Plan to all employees, interns, and contractors. These documents will be made available during the course of employee onboarding and they will be posted in conspicuous locations in our various locations.

Status: Completed by January 1st, 2014 and annually reviewed

- **Company Website**

The Company has taken steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**.

The Company will take steps to ensure compliance is incorporate into the Company's website project management and that all websites and content conform to the WCAG 2.0 Level AA **by January 1, 2021**.

Status: Completed and Ongoing

- **Training**

The Company will provide training to employees, interns and independent contractors on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the trainees.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:



- Train all HR staff on IASR requirements that apply to the Company and requirements by the Ontario Human Rights Code when related to persons with a disability.
- Train all employees, interns and independent contractors as appropriate to their duties on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.
- Train employees involved in developing Company policies.

Status: Implemented by January 1st, 2015 and ongoing

- **Feedback**

The Company will ensure that our feedback processes are easy to use and accessible to persons with disabilities by providing accessible formats and communications supports, upon request. When an accessible format is requested we will consult with the person to determine suitability of format.

The Company's feedback process has been made available on the Company's website and internal office bulletin board.

Status: Completed by January 1st, 2015

EMPLOYMENT PRACTICES

The Company is committed to identifying, removing and preventing barriers with regards to employment by evaluating existing policies and procedures in the workplace. The Company will ensure that accessible employment practices are communicated to employees, interns, independent contractors and the public.

- **Recruitment & Selection**

The Company is committed to equal opportunity employment and welcomes all applicants. We will promote employment opportunities for the designated groups including persons with disabilities.

The Company is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, the Company will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Let staff and the public know that we will accommodate disabilities during the recruitment and assessment processes upon request;
- If an applicant requests accommodation, we will consult with them to make arrangements to accommodate their needs;
- Include accessibility-related information in workplace documents such as job descriptions;
- We will notify new hires of our policies for accommodating employees with disabilities.

The Company will ensure employees know of its policies used to support its employees with disabilities and will update employees whenever there is a change made to existing policies.



- **Accommodation & Return to Work Plans**

The Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by **January 1, 2016**:

- We will develop individual accommodation and return to work plans for employees that are returning to work after being absent due to a disability
- We will develop individual accommodation plans if the returning employee requires some form of disability-related accommodation

- **Talent & Performance Management**

The Company will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the Company is using performance management, career development and redeployment processes.

- Make performance management accessible by reviewing an employee's accommodation plan to understand their needs
- Provide documents in accessible formats, such as large print
- We will train managers and supervisors to provide feedback and coaching to employees in a way that is accessible to them.
- Consider what accommodations the employee will need and how to help employees with disabilities when considering career developments
- Consider how to help employees with disabilities succeed in our organization

The Company will take steps to prevent and remove other accessibility barriers identified by clients, guests and employees as required and when requested.

Status: Completed by January 1st, 2016 and reviewed annually

DESIGN & REDEVELOPMENT OF PUBLIC SPACES

The Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Due to the nature of our business, public spaces would typically involve service-related elements like service counters, waiting areas and reception. Additionally, the Company will ensure staff-accessed areas such as staff eating areas/lunch rooms adhere to Accessibility Standards for the Design of Public Spaces.

The Company will put procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Status: Completed by January 1st, 2017 and ongoing



ACCESSIBILITY COMPLIANCE REPORTING

The Company monitor our accessibility documents and ensure we adhere to the requirements under AODA legislation. This involves submitting Accessibility Compliance Reports on the following dates:

- ***December 31st, 2014: Status – Completed***
- ***December 31st, 2017: Status – Completed***
- ***July, 2021: Status – Scheduled***
- ***December 31st, 2023: Status – Scheduled***

Feedback and Further Information

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

- Email: HR@siminternational.com
- Telephone: 416-979-9958
- In writing:
ATTN: Human Resources Department, Sim International
1 Atlantic Avenue, Suite 110
Toronto, ON
M6K 3E7

Accessible formats of this document are available free upon request.