



Multi Year Accessibility Plan

Purpose

Axonify strives at all times to respect the dignity and independence of persons with disability. We are dedicated to fostering a community that welcomes and is responsive to the needs of those with disabilities. This is evidenced through our practice of ensuring Axonify policies, processes and practices are regularly monitored, reviewed and implemented to meet the goals and objectives outlined in Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

Our Multi-Year Accessibility Plan outlines our approach to achieve service excellence for people with disabilities and meeting accessibility standards in accordance with the Integrated Accessibility Standards (“IAS”) of AODA. This plan shows how Axonify will play a role in making our working environment accessible for all people, including those with disabilities, in the locations where we work. While this plan is based on Ontario legislation, Axonify encourages employees to speak to the P&C team if they identify any barriers to accessibility that are not included as part of this plan.

This plan is reviewed and updated at least once every 5 years.

Training

Axonify trains every person as soon as practicable after being hired and provides training in respect of any changes to our policies. Training includes information on the requirements of the IAS and on disability related obligations under Human Rights legislation. Axonify maintains records of the training provided including the dates on which the training was provided and the individuals who completed the training.

Questions or Concerns

For more information on Axonify’s Multi-Year Plan, or to request this information in an accessible format, please contact accessibility@axonify.com or call 519-585-1200. Our Accessibility Policy and Multi-Year Plan are posted publicly at www.axonify.com.



Multi Year Accessibility Plan

Integrated Accessibility Standards, ON Regulation 191/11

IASR Section	Obligation	Steps and Actions Taken or to be Taken	Status	Compliance Date
Part I - General Requirements				
3. Establishment of Accessibility Policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. (2) Obligated organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. (3) Every obligated organization shall, <ul style="list-style-type: none"> (a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format. 	Maintain policy covering all aspects of revised IASR requirements, including the Customer Service Standards obligations and a statement of organizational commitment. Policy is posted on our external website and will be reviewed at least once every 5 years.	Complete/Ongoing	January 1, 2014 Reviewed December 2023
4. Accessibility Plans	(1) Large organizations shall, <ul style="list-style-type: none"> (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. 	Review and update our accessibility strategy, policies and plans at least once every 5 years. Our Multi-Year Accessibility Plan is posted on our external website, and can be provided in an accessible format upon request.	Complete	January 1, 2014 Reviewed December 2023



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6. Self-service Kiosks	(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not Applicable. Continue to monitor if future plans include the use of self-service kiosks.	N/A	January 1, 2014
7. Training	<p>(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> (a) all employees, and volunteers (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. <p>(2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Training program developed and implemented for the Customer Service Standards and IASR obligations for all employees.</p> <p>Online training program is assigned to all new employees as part of their onboarding requirements, with progress recorded. Will continue to monitor legislative changes that need to be included in this training.</p>	Complete/Ongoing	<p>Company-wide training provided February 2018.</p> <p>All new hires assigned training as part of onboarding since that date.</p>



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Part II - Information and Communications Standards				
Feedback	(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. (2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.	Process identified for receiving and responding to customer feedback with applicable parties within the organization to ensure that information is provided in an accessible format and that communication supports are available upon request.	Complete	January 1, 2015
12. Accessible Formats & Communications Supports	(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.	Review and document procedures for providing employee accommodation. When requested, Axonify will work with the person requesting accessible formats to determine the appropriate outcome in a manner that takes their needs into account.	Complete/Ongoing as requested	January 1, 2016
	(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	When requested, Axonify will work with the person requesting accessible formats to determine the appropriate outcome in a manner that takes their needs into account.	Complete	January 1, 2016



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	(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Notification is included on the website and on applicable external documents that “accessible formats are available upon request.”	Complete	January 1, 2016
13. Emergency Procedure, Plans or Public Safety Information	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Documented emergency procedures are available to all employees, including an individualized emergency evacuation plan. Axonify will work to provide these documents in an accessible format upon request.	Complete/Ongoing as requested	January 1, 2012
14. Accessible Websites and Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>Communicated revised guidelines to applicable internal teams and to external agencies developing web content.</p> <p>Our publicly accessible websites and content conforms with WCAG 2.0 Level AA, as confirmed by an Accessibility Report Officer in July 2022.</p> <p>Ongoing remediation of existing sites as they undergo updates to ensure compliance with WCAG 2.0 Level AA.</p>	Complete	July 2022



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Part III - Employment Standards				
22. Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Notice included on job postings to notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.	Complete	January 1, 2016
23. Recruitment, Assessment or Selection Process	(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Notice included indicating availability of accommodations upon request for potential candidates selected for assessment during the recruiting process. Recruitment process includes a method as needed to consult with the applicant requesting an accommodation to ensure it takes into account the applicant's accessibility needs.	Complete	January 1, 2016
24. Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Statement included in offers of employment that notifies the successful applicant of the website location of corporate policies for accommodating employees with disabilities.	Complete	January 1, 2016



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25. Informing Employees of Supports	(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Accessibility policy is communicated annually to all employees as our strategy for informing employees of the corporate policies for supporting employees with disabilities.	Complete / Ongoing	January 1, 2016 Communicated at the start of every year.
	(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Accessibility policies and processes are communicated to new employees as part of their new hire training.	Complete	January 1, 2016
	(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	The Accessibility Policy is reviewed annually and communicated to all employees when finalized.	Complete	January 1, 2016
26. Accessible Formats and Communication Supports for Employees	(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Existing job accommodation assessment process includes provisions for accessible formats and communications supports for information required by the employee. Educate employees and managers on the availability of and process for requesting accessible formats and communication supports.	Complete	January 1, 2016



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27. Workplace Emergency Response Information	(3) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Process implemented for the development of individualized emergency response plans for employees as required.	Complete	January 1, 2012
	(4) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Process for the development of an individualized emergency response plan includes a mechanism to obtain consent from the employee to share the plan with the person designated to provide the employee with assistance.	Complete	January 1, 2012
	(5) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	All information or plans shall be provided and developed as soon as possible upon receipt of the request.	Complete	January 1, 2012
	(6) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (a) when the employee's overall accommodations needs or plans are reviewed; and (b) when the employer reviews its general emergency response policies.	Any necessary reviews that must occur upon a change in the employee's location or accommodation needs will be conducted, and upon review of the corporate emergency response policies.	Complete	January 1, 2012
28. Documented Individual Accommodation Plans	(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented	Employees are able to request an individual accommodation plan. The development of the individual accommodation plan includes all	Complete	January 1, 2016



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	<p>individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee’s personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 	<p>applicable considerations for the employee as outlined in the AODA requirements.</p>		



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	<ul style="list-style-type: none"> 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 			
29. Return to Work Process	<ul style="list-style-type: none"> (1) Every employer, other than an employer that is a small organization, <ul style="list-style-type: none"> (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process. (2) The return to work process shall, <ul style="list-style-type: none"> (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. 	Return to Work Process accounts for employees who have been absent from work due to a disability, and includes applicable individualized disability-related accommodations upon their return.	Complete	January 1, 2016
30. Performance Management	<ul style="list-style-type: none"> (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using 	The performance management program takes into account the accessibility needs of employees with disabilities, including	Complete	January 1, 2016



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	its performance management process in respect of employees with disabilities.	individual accommodation plans, as noted in our Accessibility Policy.		
31. Career Development & Advancement	(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	The accessibility needs of employees with disabilities as well as any individual accommodation plans are factored into career development and advancement considerations, as noted in our Accessibility Policy	Complete	January 1, 2016
32. Redeployment	(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	The accessibility needs of employees with disabilities as well as any individual accommodation plans are factored into redeployment considerations.	Complete	January 1, 2016
Part IV.2 - Customer Service Standards				
80.46. Establishment of Policies	(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. (2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles: 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.	Axonify has developed and implemented an Accessibility Policy that includes a statement of organizational commitment and IASR requirements. This policy is reviewed at least once every 5 years. Policy is posted on our external website.	Complete	January 1, 2012 Reviewed and Updated December 2023



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	<ol style="list-style-type: none"> 2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. 4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. 5. Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. 6. Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. 7. Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. 8. The notice required by subsection (5) may be given by posting the information at a 			



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	<p>conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p>80.48 Notice of Temporary Disruptions</p>	<p>(1) If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p> <p>(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request.</p> <p>(5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>Policy posted on our external website, which outlines our commitment to publicly posting notices of temporary disruption that includes information about disruption (if available), estimated duration, and alternative facilities (if applicable).</p>	<p>Complete</p>	<p>January 1, 2012</p> <p>Reviewed and Updated December 2023</p>



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80.49 Training for Staff	<p>(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. <p>(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p>	<p>Training is provided to all applicable employees, volunteers and service providers concerning the accessibility policies and processes that are in place.</p>	<p>Complete</p>	<p>January 1, 2012</p>



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	<p>(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.</p> <p>(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>(6) Every provider, other than a small organization, shall,</p> <p>(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</p> <p>(b) on request, give a copy of the document to any person.</p> <p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.</p> <p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p>80.50 Feedback Process Required</p>	<p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p>	<p>Receiving and responding to customer feedback with applicable parties within the organization is accessible to persons with disabilities and meets the</p>	<p>Complete</p>	<p>January 1, 2012</p> <p>Reviewed December 2023</p>



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	<p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>(2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p> <p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>(4) Every provider shall make information about the feedback process readily available to the public.</p> <p>(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.</p> <p>(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.</p> <p>(7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>requirements outlined within this provision.</p> <p>Policy is posted on our external website.</p>		
<p>80.51 Format of Documents</p>	<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information</p>	<p>Providing documents in alternate formats or with communication supports upon</p>	<p>Complete</p>	<p>January 1, 2012</p>



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	<p>contained in the document, to the person in an accessible format or with communication support,</p> <ul style="list-style-type: none">(a) in a timely manner that takes into account the person's accessibility needs due to disability; and(b) at a cost that is no more than the regular cost charged to other persons. <p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>request adheres to the requirements outlined within this provision.</p>		