

## **Multi-Year Accessibility Plan**

Dexian Canada strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the plan.

### **Past Achievements to Remove and Prevent Barriers**

Dexian Canada has completed the following accessibility initiatives.

#### Customer Service

Dexian Canada has remained in compliance with the Customer Service Standards.

#### Information and Communications

Dexian Canada has drafted and published a new Accessibility Policy detailing the formal rules we have put in place to achieve our accessibility goals. We have also met Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements for our website in accordance with Ontario's accessibility laws.

#### Employment

Dexian Canada has put in place inclusive employment processes for recruitment, retention and development within the firm, including notification of our commitment to accessibility and availability of accommodation; taking employees' disabilities and accommodation needs into account in respect of performance management and career development; and ensuring processes are in place to support employee/workplace accommodation requests following absences from work and during an employee's employment.

#### Training

Dexian Canada created a training program for all existing employees and new hires who provide services in Ontario on behalf of the organization. The training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;

- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

### **Strategies and Actions**

Dexian Canada plans to take the following steps to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

#### Customer Service

Dexian Canada is committed to providing accessible customer service to people with disabilities. This means that we will provide services and facilities to people with disabilities with the same high quality and timeliness as others. We will continue to train new employees on the Customer Service Standards and comply with the standards in our business.

#### Information and Communications

Dexian Canada is committed to making our information and communications accessible to people with disabilities. Beginning in 2024, we will review on an annual basis all of our accessibility policies and any information we publish on them to ensure they are current, relevant and effective.

#### Employment

Dexian Canada is committed to fair and accessible employment practices. We will establish an annual review process for our handling of employee disability issues by December 31, 2024.

#### Training

Dexian Canada 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. We will continue to train all new employees who provide services in Ontario on behalf of the organization on all aspects of the Ontarians with Disabilities Act, 2005 as part of their onboarding.

#### Design of Public Spaces

At the present time, Dexian Canada does not plan on developing or redeveloping any of its public spaces. However, should we choose to do so, we will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

For more information on this accessibility plan, or to request a copy of the plan in an accessible format, please contact us via email to [sim.merekar@disys.com](mailto:sim.merekar@disys.com), or via phone at 1-647-390 0789.