

# ACCESSIBILITY PLAN

December 2023

Review Date: December 2024

At Procom, we believe that *everyone matters* and we strive to meet the needs of our employees and customers with disabilities. We are working hard to remove and prevent barriers to accessibility.

We are committed to fulfilling the requirements of applicable accessibility and human rights legislation. The *Accessibility Plan* (this “Plan”) outlines the steps we are taking to meet those requirements and improve opportunities for people with disabilities.

We train all our employees when they are onboarded and whenever our policies or processes change to ensure that everyone understands, respects and applies our accessibility standards and practices.

## Our Commitment to Accessibility – A Message from our CEO

Procom is committed to ensuring equal opportunity and equal access to products and services for all people, including those with disabilities. We strive to meet the needs of all employees, customers, volunteers, contractors, and visitors.

Procom is committed to build on what accessibility standards it has already achieved and to continue moving towards an organization in which no new barriers are created, and existing barriers are removed. We strive to achieve this through increased awareness, identification of barriers or potential barriers, and understanding the need for accessibility planning, implementation, and evaluation. Our goal is to improve the opportunities and services available to persons with disabilities, so they can participate fully in all aspects of Procom.

## Complete Overview of Progress

Section & Initiative	Description of actions taken	Status
<b>Accessibility Standards for Customer Service</b>		
S.3: Establish accessibility policies, practices, and procedures	<ul style="list-style-type: none"> <li>Accessibility and Accommodation plans have been created.</li> <li>Accessibility Standards for Customer Centric Policy, Diversity and Inclusion Policy have both been created to reflect our ongoing commitment.</li> <li>These policies, practices and procedures are posted to our public website and our intranet. Our Statement of commitment is embedded in those policies.</li> </ul>	Complete
S.4: Create, implement, and maintain a multi year accessibility plan.	<ul style="list-style-type: none"> <li>5-year accessibility plans have been created and will continue to be updated.</li> <li>These plans are reviewed at least once every 5 years and are always posted to our public website and our intranet.</li> </ul>	Complete
S.7: Training for all staff and volunteers on accessibility standards	<ul style="list-style-type: none"> <li>All Staff have been trained on accessibility standards.</li> <li>Training is apart of orientation for all new hires.</li> <li>Training is refreshed whenever a change is made to our policy/procedure.</li> </ul>	Complete

Information and Communications Standard		
S.11: Accessible process for providing feedback.	<ul style="list-style-type: none"> <li>Feedback may be provided through the <i>Accessibility</i> section of the website, in person email, or telephone.</li> <li>Any feedback received is reviewed and responded by the Vice President, Employee Experience.</li> </ul>	Complete
S.12: Arrange for accessible formats and communication supports when needed.	<ul style="list-style-type: none"> <li>Alternative and/or accessible formats of documents or communication supports are provided upon request in a timely manner and at no extra cost.</li> <li>Consultation with the requestor to ensure suitability in all cases.</li> </ul>	Complete
S.13: Provide emergency procedures in accessible formats when requested.	<ul style="list-style-type: none"> <li>Alternative and/or accessible formats of emergency procedure documents are provided upon request.</li> </ul>	Complete
S.14: Website and web content conform to WCAG 2.0 Level AA.	<ul style="list-style-type: none"> <li>Our website has been conformed to WCAG 2.0 Level AA guidelines.</li> </ul>	Complete
Employment Standard		
S.22: Notify employees and the public about the availability of accommodation for applicants with disabilities during the requirement process.	<ul style="list-style-type: none"> <li>All job postings include a statement that accommodation is available for applicants requiring it during the recruitment process.</li> </ul>	Complete
S.23: Notify selected applicants that accommodations are available upon request in relation to the materials/processes to be used.	<ul style="list-style-type: none"> <li>All candidates selected to participate in the interview process are informed at the time of initial contact that accommodations are available upon request.</li> <li>If requested, consultation with the individual to provide suitable accommodation</li> </ul>	Complete
S.24: Notify successful applicants of its policies for accommodating employees with disabilities	<ul style="list-style-type: none"> <li>All applicants that are hired review our accommodation policy and procedures during orientation</li> </ul>	Complete
Accessibility Standards for Customer Service		
S.25: Inform employees of its policies that support	<ul style="list-style-type: none"> <li>Employees review Accessibility policies during orientation and undergo training annually. Policies are always posted on the intranet for employees to review anytime.</li> </ul>	Complete

employees with disabilities		
S.26: When requested, consult with employee to provide accessible formats and communication supports for information necessary to perform the employee's job or information that is generally available in the workplace.	<ul style="list-style-type: none"> <li>Accommodations and alternative formats are provided at an employee's request for anything training, job-related or for information that is generally available in the workplace.</li> </ul>	Complete
S.27: Provide individualized workplace emergency response information to employees who have a disability, if necessary.	<ul style="list-style-type: none"> <li>Individualized workplace emergency response information will be created for employees that require it as soon as practicable after learning of the need for it.</li> </ul>	Complete
S.29: Develop a return to work process for employees who have been absent due to a disability	<ul style="list-style-type: none"> <li>Return to work process is documented in our Health &amp; Safety Policies.</li> <li>We are committed to provided safe and meaningful work for employees returning to work.</li> <li>We consult with an external third part to help manage complex cases to ensure all needs are met</li> </ul>	Complete
S.30: Consider accessibility needs of employees when using performance management process.	<ul style="list-style-type: none"> <li>The accessibility needs of employees are also considered when using the performance management process.</li> </ul>	Complete
S.31: Consider accessibility needs when providing career development and advancement to employees accommodation plans for employees with disabilities.	<ul style="list-style-type: none"> <li>Accessibility considerations are reflected in our career development and advancement processes.</li> </ul>	Complete

## For More Information

This Plan is publicly posted at [www.procomservices.com](http://www.procomservices.com). Both standard and accessible formats of this and related documents will be provided free upon request.

For more information on this Plan, or to request an accessible format of this document, please contact our People and Culture team at [accessibilityprocom@procomservices.com](mailto:accessibilityprocom@procomservices.com).