

5 Year Accessibility Plan

CUSTOMER SERVICES STANDARDS POLICY

1. ACCESSIBILITY OF SERVICES	
Communication methods and availability of services	<p>Accessibility notices and service requests are on all email signatures and websites.</p> <p>Physical office locations are accessible.</p> <p>Recruitment Services (registration and recruitment processes) can be adapted to specific accessibility needs.</p> <p>Requests for accommodation, such as Assistive Devices, Service Animals and Support Persons are accepted where possible.</p> <p>STATUS: In progress</p>
Assistive Devices, Service Animals and Support Persons; permitted to use and we will remove barriers	<p>Requests for accommodation, such as Assistive Devices, Service Animals and Support Persons are accepted where possible.</p> <p>Should an accessibility barrier be identified then appropriate steps shall be taken to remove the barrier.</p> <p>STATUS: completed</p>
Notice of Temporary Service Disruptions; posting notices when accessibility disruption	<p>No further action to take.</p> <p>If/when there is accessibility disruption, appropriate notices are posted with relevant information.</p> <p>STATUS: completed/in progress</p>
Registration, Training and Testing	<p>Registration, testing and training at Quantum is done through various methods, such as, our websites, our platforms, third party platforms, email, hard copies, in person, etc.</p> <p>Our websites and platforms are equipped with web accessibility functionality. This accessibility function is compliant within the WCAG 2.0 Level AA requirements.</p> <p>The third-party platforms we subscribe to, as well as any emails you receive from us, can be made accessible utilizing computer/mobile device accessibility features.</p> <p>While our processes are in place due in part to our current remote work standards, we are able to accommodate the registration, training, and testing functions in person, if appropriate, where possible. In that event specific disability requirements will be considered.</p> <p>STATUS: completed</p>
2. FEEDBACK, COMPLAINTS AND INVESTIGATION	
The opportunity to provide feedback and the response therein.	<p>The company shall respond accordingly to feedback on our accessible services. If there is a barrier identified, then the company shall take appropriate and reasonable efforts to correct.</p> <p>STATUS: completed/in progress No further action to take.</p>

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INTEGRATED ACCESSIBILITY STANDARD POLICY

1. INFORMATION AND COMMUNICATION STANDARDS

Accessible communication methods and/or explanations, providing feedback and compliance with WCAG requirements

Our communication methods are via phone, email and texts. Email and texts and mobile phones can be accessible utilizing computer/mobile device accessibility features.

Our websites and platforms are equipped with web accessibility functionality. This accessibility function is compliant within the WCAG 2.0 Level AA requirements.

The following text is available in our email signatures and company websites:

The company shall respond accordingly to feedback on our accessible services. If there is a barrier identified, then the company shall take appropriate and reasonable efforts to correct.

STATUS: In progress

2. EMPLOYMENT STANDARDS

Accommodating employees with disabilities as per human rights legislation, advising of policies and procedures and the availability of support, providing formats and supports the employee would need to perform the job, developing individual accommodation plans as required (including upon return to work) requesting disclosure from new (and existing) employees and developing custom evacuation plans as required

The company's policies are consistent with the definitions of disability in the Ontario Human Rights Code.

The policies for our internal employees are available in the employee handbook posted on a third-party website; the policy and/or handbook can be made available in hard copy form.

The policies for our temporary employees are available in our platform, with web accessibility functionality.

If/when an accessibility barrier is identified then appropriate steps shall be taken to remove the barrier.

Accommodation and evacuation plans for individuals who have voluntarily disclosed their disability(s) are developed as required.

New internal employees are asked to disclose accessibility requirements in their HR forms. The employee, together with HR will review and then collaborate on the plans required, if at all.

For our temporary employees, disability information is voluntarily disclosed/collected, documented appropriately in our applicant tracking system for appropriate assignment placement at our client sites and where necessary individual accommodation/evacuation plans will be coordinated.

When our internal workforce resumes a return to office in some capacity, then individual disability information will be collected/documented (voluntarily) in an appropriate manner in our HRIS and where necessary individual accommodation/evacuation plans will be coordinated.

At that time and in that capacity, these details will be trained, oriented and posted appropriately for our on-site First Aiders, Fire Wardens and Fire Marshal and the employee's manager. This plan is in progress.

STATUS: In progress

3. TRANSPORTATION STANDARDS

N/A

4. DESIGN OF PUBLIC SPACES

N/A