

Odgers Berndtson's 2023-2028 Multi-Year Accessibility Plan

Statement of Commitment to Accessibility

Odgers Berndtson Canada Inc is committed to meeting the needs of its employees and customers with disabilities and is working to remove and prevent barriers to accessibility. In addition, Odgers Berndtson is globally focused on diversity, equity, and inclusion for our clients, candidates, and communities. The DEI Practice ensures that all our services are fair, accessible and inclusive in methodology and process and are aligned to current and emerging DEI practices.

We are committed to providing access to our facilities and delivering exceptional customer service that meets and exceeds client and candidate expectations. We aim to serve our clients and candidates in a manner that reflects the principles of dignity, independence, integration, and equal opportunity. We have developed policies to specifically address the customer service standard of Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standard for Customer Service.

Our commitment is to provide all our stakeholders, including those living with disabilities, the same opportunity to access our services and benefit from those services. We strive to break down barriers and increase accessibility for individuals with disabilities in the areas of information and communications, employment, the built environment, and customer service.

Multi-Year Accessibility Plan

Our Firm is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Odgers Berndtson has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period from (2023 – 2028).

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 regarding any changes to the policies.
- We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Information and Communications Standards

Upon request, and in accordance with the compliance schedule set out in the IAS Regulation, Odgers Berndtson will provide or arrange for the provision of Accessible Formats and Communication Supports for people with disabilities in a timely manner. The Firm will consult with the person making the request in determining the suitability of an accessible format or communication support and notify the public about the availability of these formats and supports.

Feedback

In accordance with the requirements of the IAS Regulation, Odgers Berndtson ensures that its processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. We will notify the public of the availability of "accessible formats" and "communication supports" including by posting this information online. For purposes of this Policy and Plan, "accessible formats" may include but are not limited to large print, recorded audio and electronic formats, Braille, and other formats usable by people with disabilities and "communication supports" may include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Website

The Odgers Berndtson website is built in accordance with Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards. A link to our Accessibility Statement is in the footer of our website. We believe in making the Odgers Berndtson web site's information and functionality equally available to all visitors. We have therefore made this site as usable and accessible as possible. When using this site, you will find a number of features that make it as accessible as possible to users with impairments and to their adaptive technology. <https://www.odgersberndtson.com/en-ca/legal-notice/accessibility/>

Employment

Odgers Berndtson is committed to fair and accessible employment practices and to ensuring the accessibility needs of employees with disabilities are considered. We have an inclusive employment process regarding; recruitment, retention and career development, performance management and redeployment. We have reviewed and updated our policies to include the following:

- Employee recruitment and accommodation process.
- Reference to the development of individual accommodation plans for members with disabilities.
- Notification of the firm's commitment to accessibility and availability of accommodation.
- Provision of accessible formats and communication supports that consider an employee's accessibility needs.
- Taking employees' disabilities and accommodation needs into account with respect to performance management and career development.
- Processes to support employee / workplace accommodation requests following absences from work and during an employee's employment.

Recruitment, Assessment and Selection Processes

The Company will notify job applicants about the availability of accommodation for persons with disabilities in its recruitment process. We will also notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that considers the accessibility need.

Notice to Successful Applicants

When making offers of employment, Odgers Berndtson will notify the successful applicant of its policy for accommodating employees with disabilities.

Informing Employees of Supports:

Odgers Berndtson will continue to inform employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs. This information will be provided to new employees as soon as is practicable after commencing employment.

Accessible Formats and Communication Supports for Employees:

Upon the request of an employee with a disability, Odgers Berndtson will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employees job, as well as information available to other employees. When determining suitability of an accessible format or communication support, we will consult with the employee making the request.

Workplace Emergency Response Information:

Odgers Berndtson will provide individualized workplace emergency response information to the employees with disabilities if we are made aware of the need for accommodation. Odgers Berndtson will provide this information as soon as we are aware of the need for accommodation. In cases, where an employee requires assistance, we will, with consent for the employee, provide the workplace emergency response information to those designated by Odgers Berndtson to provide assistance to the employee (i.e., boss, colleague, or fire warden).

Individualized Workplace Emergency Response Information

Individualized workplace emergency response information will be provided to employees who have indicated to the firm that they have a disability and require assistance in the event of an emergency. The information will be reviewed when an employee moves to a different location or office space within the office or when Odgers Berndtson reviews its emergency plans.

Documented Individual Accommodation Plans & Return to Work Process

Odgers Berndtson will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process will include:

- the way an employee requesting accommodation can participate in the development of the individual accommodation plan.
- how the employee is assessed on an individual basis.
- the way Odgers Berndtson may request an evaluation by an outside medical or other expert to assist with determining if accommodation can be achieved and, if so, how to achieve accommodation.
- the way the employee can request the participation of a representative from the workplace in the accommodation process.
- the steps taken to protect the privacy of the employee's personal information.
- the frequency with which the individual accommodation plan will be reviewed and updated and the way it will be done.
- if an individual accommodation plan is denied, the way the reasons for the denial are to be provided to the employee.
- the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs.

Odgers Berndtson will develop, document, and have in place a return-to-work process for employees who have been absent from work due to a disability, and who require disability related accommodations to return to work. This process will be documented and will outline the steps Odgers Berndtson will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development and Advanced Redeployment

We will consider the accessibility needs and/or individual accommodation plans of employees with disabilities in performance management processes and when providing career development.

Training

Odgers Berndtson is committed to ensuring that firm members receive training on providing customer service to persons with disabilities, and the training has been designed to meet compliance requirements of Customer Service Standard. Odgers Berndtson incorporates this training requirement into the firm's hiring practices and onboarding to ensure that all firm members complete the required Customer Service Standard training within a reasonable time of having accepted employment with Odgers Berndtson.

All our employees have received awareness training regarding working with individuals with physical disabilities. We will be sensitive to the individual needs of candidates, customers, and clients and will determine in advance the accommodations needed for effective communication, whether it be OIS Interpreters, Video Remote Interpreting, CART or Skype videoconferencing that incorporates typing answers.

Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. Odgers Berndtson will ensure that its employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Service Animals and Support Persons

We welcome clients and visitors who are accompanied by a registered service animal or support person to our premises. At no time will we prevent a client or visitor from having access to their registered service animal or support person while on our premises.

Accessibility Standards for our Facilities

Odgers Berndtson is committed to designing our facilities free from barriers and accessible to all persons we serve. Odgers Berndtson will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IAS Regulation.

Regulatory Requirements	Action	Compliance Date	
<p>Establishment of Accessibility Policies Develop, implement, and maintain accessibility policies, including a statement of organizational commitment.</p> <p>Make policies publicly available.</p>	<p>Odgers Berndtson developed an accessibility policy including a statement of organizational commitment and placed it on the Odgers Berndtson website.</p>	<p>January 1, 2014</p>	<p>Complete</p>
<p>Accessibility Plan Establish, implement, maintain and document a multi-year accessibility plan.</p> <p>Post the accessibility plan on website and provide the plan in an accessible format upon request.</p> <p>Review and update the accessibility plan at least once every five years.</p>	<p>Odgers Berndtson developed a multi- year accessibility plan and posted it on the website. The multi-year plan will be reviewed as required and at a minimum once every five years.</p>	<p>January 1, 2014 January 1, 2018 January 1, 2024</p>	<p>Complete</p>
<p>Training Provide training on the requirements of the accessibility standards and Human Rights Code as it pertains to persons with disabilities.</p>	<p>Training was provided to our staff on accessibility in the provision of services to our clients in April 2012.</p> <p>Ongoing training will be provided and as of January 1, 2015, ongoing training for new employees will be part of the on boarding programs.</p>	<p>January 1, 2015</p>	<p>Ongoing</p>
<p>Feedback Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>	<p>Accessible feedback processes/formats completed and ongoing.</p>	<p>January 1, 2015</p>	<p>Complete</p>

<p>Accessible formats and communication supports Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p>	<p>If requested, Odgers Berndtson will provide accessible formats and communication supports in a timely manner, at no additional cost.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Emergency procedure, plans or public safety information Prepare emergency procedures, plans or public safety information available to the public, in an accessible format or with appropriate communication supports, upon request.</p>	<p>Documents provided in alternate as formats, upon request.</p>	<p>January 1, 2012</p>	<p>Ongoing</p>
<p>Accessible websites and web content New websites and web content conform to WCAG 2.0 Level A. All internet websites and web content updated to 2.1 Level AA.</p>	<p>The Odgers Berndtson websites will be/are in compliance with the WCAG 2.1 Level AA guidelines.</p>	<p>January 1, 2014 January 1, 2024</p>	<p>Ongoing</p>
<p>Recruitment Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process. Notify job applicants, when selected to participate in an assessment or selection process, that accommodations are available upon request.</p>	<p>Odgers Berndtson will advise applicants with disabilities of availability of accommodation during the recruitment process.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Notice to successful applicants. When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>A statement notifying successful applicants of policies for accommodating will be included in the recruitment/assessment/selection process and part of the employee welcome package.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Informing employees of supports Inform employees of policies to support employees with disabilities. Provide this information to new employees. Provide updated information or accommodation policies.</p>	<p>Contained within the policy manual provided to each employee and part of the onboarding process.</p>	<p>January 1, 2014</p>	<p>Complete and Ongoing</p>

<p>Accessible formats and communications support for employees When requested by an employee with a disability employers shall provide or arrange for the providing of accessible formats and communication supports for information needed to perform employee’s job and information generally available to employees in workplace.</p>	<p>Odgers Berndtson will provide alternative formats and supports upon request and in consultation with each employee.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Workplace emergency response information Provide individualized workplace emergency response information to employees who have a disability, as required.</p>	<p>The response information is contained within the policy manual provided to each employee and part of the onboarding process.</p> <p>Employees with disabilities are asked to make us aware so we can develop a specific workplace emergency response plan.</p>	<p>January 1, 2012</p>	<p>Complete and Ongoing</p>
<p>Documented individual accommodation plans Develop and have in place a written process for the development of documented individual accommodation plans for employers.</p>	<p>Odgers Berndtson will provide individual written accommodation plans for all employees who required the individualized plan.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Return to work process Develop and have in place a return-to-work process for employees who have been absent from work due to a disability and require disability -related accommodations to return to work.</p>	<p>Odgers Berndtson has a process in place that accommodates employees who have been absent from work due to a disability and requires accommodations to return to work.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>
<p>Performance management, career development and redeployment Include accessibility considerations in performance management, career development opportunities and redeployment process.</p>	<p>Odgers Berndtson supports accessible performance management, career development and redeployment processes and will incorporate into company policy manual.</p>	<p>January 1, 2016</p>	<p>Ongoing</p>