

# iA Multi-Year Accessibility Plan – 2022-2026

The multi-year accessibility plan was first developed by iA in 2014 and updated in 2017. The current plan represents the period from 2022-2026.

## General

Update and maintain the Accessibility at iA statement.

Review the multi-year plan for accessibility and consider any required updates since its last review and update in 2017.

File Annual Accessibility Reports as required.

Continue to monitor and meet new accessibility standards in jurisdictions across Canada.

## Customer service

Maintain the commitment to providing accessible customer service including processes that consider a person's disability when communicating with them, allow the use of assistive devices, service animals and support persons, let customers know when accessible services aren't available, and invite feedback. communicating with them, allow the use of assistive devices, service animals and support persons, let customers know when accessible services aren't available, and invite feedback.

## Information and communication

Maintain and continue processes that provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, considering the person's accessibility needs due to disability.

Maintain and continue to ensure new internet websites and web content conform to accessibility standards as required.

## Employment

Maintain and continue human resources processes to:

- Inform employees of supports for employees with disabilities
- Notify applicants about the availability of accommodation in the recruitment, assessment or selection process.
- Notify successful applicants of the Company's policies for accommodating employees with disabilities
- Provide employees with disabilities, when requested, accessible formats and communication supports
- Ensure performance management, career development and redeployment processes take into account the needs of employees with disabilities and any individual accommodation plans
- Develop individual accommodation plans and return to work plans in accordance with accessibility standards as required

## Feedback

Maintain and continue feedback processes.

Review and respond to feedback received internally or externally in a timely and fair manner.

## Training

Maintain and continue training programs for staff and other persons as required under accessibility standards.

## Built environment

Continue to meet accessibility standards for the Design of Public Spaces for applicable new construction and major renovations.

Maintain plans for preventative and emergency maintenance and service disruptions of accessible elements in applicable public spaces in accordance with applicable accessibility standards.

