



## 1. Statement of Commitment to Accessibility

At Shape Process Automation, we are committed to creating an inclusive, accessible, and respectful environment for all our employees, customers, and stakeholders. We are dedicated to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulations (IASR). Building on our existing Accessibility Policy, Shape Process Automation is committed to treating everyone with respect and ensuring that all individuals maintain their dignity and independence. We believe in promoting integration and providing equal opportunities. To meet the accessibility needs of individuals with disabilities in a timely manner, we will continue to prevent and eliminate barriers.

We strive to identify, remove, and prevent barriers in our workplaces, services, and interactions. Our commitment extends to:

- **Accessibility in Employment:** Ensuring all stages of our employment process, from recruitment to career development, are accessible and accommodate the diverse needs of individuals with disabilities.
- **Accessible Customer Service:** Providing accessible and thoughtful service that meets the unique needs of each customer and ensures equitable experiences.
- **Barrier-Free Environment:** Continuously improving our physical spaces, digital platforms, and communication methods to make them accessible and usable by everyone, regardless of ability.
- **Ongoing Improvement:** Actively seeking feedback from employees and customers to enhance our accessibility practices and to comply with evolving AODA standards.

Shape Process Automation believes that accessibility is a shared responsibility, and we are dedicated to fostering a culture of inclusion where everyone can fully contribute and thrive.

### **AODA Multi-Year Accessibility Plan Application: All employees (2020-2024)**

Shape Process Automation will review and update its Multi-Year Accessibility Plan at least every five years, or as necessary, to ensure ongoing compliance and progress.

Last review: October 2024

Next review: October 2029

## 2. Establishment of Accessibility Policies and Plans

- Developed, implemented, and maintained policies that outlined how the organization will meet accessibility requirements.
- Created, implemented, and maintained a Multi-Year Accessibility Plan.
- Incorporated a statement of commitment within the Multi-Year Accessibility Plan to address accessibility needs for individuals with disabilities in a timely manner.



- Made the corporate policy and Multi-Year Accessibility Plan available on the Shape Process Automation website and accessible in alternate formats upon request.

### 3. Training

- Provided training on the requirements of the Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights legislation related to disabilities. This training was given to all employees, contractors, consultants, and anyone acting on behalf of Shape Process Automation in interactions with customers or third parties. Additionally, it was provided to those involved in developing company policies.
- Kept records of when the training was completed and tracked which individuals received the training.

### 4. Information and Communications Standards

#### A. Accessible Websites and Web Content

By January 1, 2025, Shape Process Automation will have accomplished the following:

- Ensure that its new website and any new content published on it conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level A standards.

By January 1, 2025, Shape Process Automation:

- Will updated its website and web content to meet WCAG 2.0 Level AA standards, with the exception of specific exclusions outlined in the IASR.

#### B. Feedback, Accessible Formats, and Communication Supports

By of January 1, 2025, Shape Process Automation will have completed the following:

- Post a notice on its website to inform visitors that accessible formats and communication supports are available upon request. These are provided in a timely manner.
- Ensured that its processes for receiving and responding to feedback are accessible to people with disabilities, offering or arranging for accessible formats and communication supports when requested.

### 5. Employment Standards

#### A. Recruitment

As of January 1, 2020, Shape Process Automation achieved the following:

- Clearly stated on its website and job postings that accommodations are available for applicants with disabilities.
- Informed candidates selected for participation in the recruitment process that accommodations related to materials and procedures are available upon request.
- Upon receiving a request, consulted with the applicant to arrange suitable accommodations.



- Notified successful applicants about the company's accommodation policies when extending job offers.

## **B. Informing Employees of Supports**

Informed all employees and new hires, as early as practicable, about its policies for supporting employees with disabilities, including updates to those policies.

- Upon request and through consultation with the employee, provided accessible formats and communication supports required for employees to perform their job or to access general information available to all employees.

## **C. Workplace Emergency Response Information**

Will provide individualized emergency response information to employees with disabilities if the employee requested accommodation and made the company aware of the disability and the need for such accommodation.

- If an employee requires assistance, the Company will, with the employee's consent, provide the designated individual responsible for offering support with the relevant workplace emergency response information.
- Additionally, the Company will review the individualized workplace emergency response information whenever the employee transitions to a different location within the organization or when the employee's accommodation needs or plans are evaluated.

## **D. Documented Individual Accommodation Plans / Return to Work Process**

Developed a written process for creating individual accommodation plans for employees with disabilities.

- Established and documented a return-to-work process for employees returning after a disability-related absence. This process includes steps that Shape Process Automation will take to support the employee's return, using the employee's individual accommodation plan as part of the process.

## **E. Performance Management, Career Development, and Redeployment**

Considered the accessibility needs of employees with disabilities, along with their individual accommodation plans, when managing performance, offering career development opportunities, or redeploying employees within the company.