

Paramount Commerce Multi-Year Accessibility Plan and Commitment

Accessibility Policy

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the purpose of this policy is to:

- Outline our responsibilities on behalf of Paramount Commerce in providing services and opportunities to people with disabilities.
- We strive to treat all people in a way that respects the dignity and independence of people with disabilities.
- We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and/or removing barriers, to accommodate persons with disabilities.
- All accommodation requests will be taken seriously.
- No person will be penalized for making an accommodation request.

Multi-Year Accessibility Plan and Commitment

Accessible Customer Service	
Communication & Telephone Services	<ul style="list-style-type: none"> ● We are committed to meeting the communication and information needs of people with disabilities. ● We will consult people with disabilities to determine their communication needs. ● We will communicate with people with disabilities in ways that take into account their disability. ● We will ensure that services provided on our behalf to customers comply with the customer service standard. ● Our Information Technology websites will meet the requirements of WCAG 2.0 Level AA by 2021.
Assistive Devices	<ul style="list-style-type: none"> ● We are committed to serving people with disabilities who use assistive devices when accessing our services. ● We will ensure that all employees and others dealing with the public are properly trained in how to interact with people with disabilities with various assistive devices. <p><i>**Fees will not be charged from Paramount Commerce for moderation through a third party. Any charges for the retention of the services or hardware requirements of this third party will be the responsibility of the customer. Should this change we will notify customers of this through our Terms of Use Policy.**</i></p>
Training	<p>We will ensure that timely training is provided to all necessary persons, that it aligns with the requirements of the accessibility standards referred to in the IASR, and Paramount Commerce will continue to provide training on the Human Rights Code as it pertains to persons with disabilities. Appropriate records of training are maintained.</p> <p>Training, using the most appropriate methodologies, as appropriate, is provided to the following person(s):</p>

	<ul style="list-style-type: none"> • all employees • all persons who work under a contractual agreement directly with Paramount Commerce.
Feedback Process	<ul style="list-style-type: none"> • We will ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication support, upon request.
Notice of Temporary Disruptions	<ul style="list-style-type: none"> • Paramount Commerce will provide notice of a planned or unexpected disruption to our services for people with disabilities. We will notify the appropriate parties promptly. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available alternative services, if available.
Accessible Emergency Information	<ul style="list-style-type: none"> • Paramount Commerce is committed to providing publicly available emergency information in an access way, upon request.
Employment	
Recruitment	<ul style="list-style-type: none"> • We are committed to notifying our employees and external applicants about the availability of accommodation for applicants with disabilities in our recruitment and assessment process. • We will include a statement on our public job postings indicating that accommodations are available upon request. • We will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process and that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. We will consult with individuals who request accommodations and will provide for appropriate accommodations. • When presenting offers of employment, Paramount Commerce will notify the successful applicant of its policies for accommodating employees with disabilities.
Employment Standards	<ul style="list-style-type: none"> • We are committed to fair and accessible employment practices. • We will inform employees of the policies used to support employees with disabilities including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. • We will develop individualized accommodation plans for our employees with disabilities, as we are made aware of the need for accommodation. • We will take into account the accessibility needs of our employees with disabilities (as well as their individual accommodation plans) when conducting performance management reviews, providing career development and advancement to employees, and when redeploying employees.
Workplace	

Emergency Response Plan	<ul style="list-style-type: none"> • We will provide employees with disabilities with individualized emergency response information, when we become aware of an employee needing accommodation in an emergency. • If an employee who receives an individualized workplace emergency response plan requires assistance and with the employee's consent, we will provide the workplace emergency response plan to the person designated by Paramount Commerce to provide assistance to the employee. • We will provide the information required under this section as soon as practicable after we become aware of the need for accommodation due to the employee's disability. • We will review the individualized workplace emergency response plan, when an employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.
Return to Work Process	<ul style="list-style-type: none"> • We will maintain a documented return to work process for our employees who are absent from work due to a disability and require disability-related accommodations in order to return to work. • The return to work process will outline the steps we will take to facilitate the return to work of employees who were absent because their disability required them to be away from work and will use individual documented accommodation plans as part of the process.
Accessibility Training	
Education & Training	<ul style="list-style-type: none"> • Paramount Commerce provides Accessibility Training on Ontario's accessibility laws and on the Ontario Human Right Code as it relates to people with disabilities. This training will be provided as soon as is practical after employees commence their duties. Training will be provided when changes are made to these policies, plans, practices and procedures.
Customer Service Standards	<ul style="list-style-type: none"> • Paramount Commerce will continue to include the customer service standards in the Accessibility Policy; Continue to include the customer service standards in mandatory accessibility training for staff; and continue to review and update staff resources related to customer service standards on BambooHR.

The Accessibility Plan will be reviewed and updated once every five (5) years to ensure it is compliant with relevant legislation.

All of Paramount Commerce's policies and procedures will be developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

If you have any questions regarding this policy please direct them to **People and Culture** at peopleandculture@paramountcommerce.com