

MULTI-YEAR ACCESSIBILITY PLAN

Matrix Solutions Inc. (Matrix) is committed to meeting the needs of its employees and customers with disabilities and strives to continuously improve our policies and practices to ensure accessibility for all. This accessibility plan outlines the policies and actions that Matrix has put in place and the steps we are taking to continue to fulfill our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, to improve accessibility and opportunities for people with disabilities. This plan is reviewed and updated at a minimum of once every 5 years.

1 ACCESSIBLE EMERGENCY INFORMATION

Matrix is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary and review this information as required.

2 NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services of facilities for customers with disabilities, Matrix will notify customers promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice will be placed at the front entrance of our main reporting offices, and/or on our website.

3 TRAINING

Matrix is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Matrix has developed accessible customer service training that is provided to employees, and others who deal with the public or other third parties on our behalf. Training is also provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

Training is required for all employees who deal with customers or clients, including the following:

- administrative staff
- project staff
- supervisors
- managers
- co-op students
- any seasonal workers that will work within the project delivery area

Training includes the following:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* (Government of Ontario 2016) and the requirements of the Customer Service Standards (Government of Ontario 2016)
- Matrix plan related to the Customer Service Standards
- information about how to interact and communicate with people with various types of disabilities
- information about how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the various equipment or devices that may help with providing goods or services to people with disabilities
- what to do if a person with a disability is having difficulty in accessing Matrix goods and services

Employees are also provided training on the Ontario Human Rights Code, AODA Integrated Accessibility Standards, and internal policies and supports available to employees including requests for accommodation and the return-to-work process following disability related leave.

Training will be provided within 3 months of an employee's start date, and when any changes are made as soon as is practicable.

4 ASSISTIVE DEVICES, PERSONS, AND ANIMALS

We will ensure that our employees are trained and familiar with various assistive devices we may have onsite or that we provide, which may be used by customers with disabilities while accessing our services.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

5 CUSTOMER FEEDBACK

Matrix has posted a notice at the front entrance to our offices and on our website to let the public know that accessible formats or communication supports are available for providing feedback, upon request.

We will continue to ensure existing feedback processes are accessible to people with disabilities upon request, and will respond to all feedback within ten business days.

6 INFORMATION AND COMMUNICATIONS STANDARDS

Matrix is committed to making our information and communications accessible and meeting the communication needs of people with disabilities. Matrix has posted a notice at the front entrance to our offices and on our website to let the public know that accessible formats or communication supports are available for any publicly available information, upon request. While respecting individual independence, we will continue to consult with people with disabilities to determine their requirements for information

and communication. We will work with them to ensure accessible formats and supports are provided in a timely manner.

Matrix internet websites and web content have been updated to conform to WCAG 2.0, Level AA.

7 EMPLOYMENT

Matrix is committed to fair and accessible employment practices, and equity of opportunity.

Matrix accommodates people with disabilities during the recruitment and assessment processes and when people are hired in the following ways:

- posting information on our careers page and in each job posting that lets candidates know that we will accommodate disabilities during the selection process
- notifying job applicants, when selected to participate in the selection process, that accommodations are available upon request
- if a job applicant requests accommodation, consulting with them and making adjustments to our selection process (e.g., alternate interview format) that best suits their needs
- including a statement within the offer letter that accommodations are available
- including policy information on accommodating employees with disabilities in onboarding training
- educating and informing employees on policies that support employees with disabilities, including, but not limited to, job accommodation and return-to-work processes

Where an employee with a disability so requests it, we consult with the employee to provide or arrange for the provision of accessible formats and communication supports, for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

Matrix has put in place a process, through our Disability Management Program in conjunction with our Disability Management Provider, for developing individual accommodation plans and return-to-work processes for employees that have been absent due to a disability or have requested an accommodation due to disability. The Disability Management Program which includes policies and processes that support employees with disabilities, including, but not limited to job accommodation and return-to-work processes, are regularly reviewed at a minimum of once every 2 years.

Accessibility needs of employees with disabilities are taken into account during performance management, career development, and redeployment processes including but not limited to the following ways:

- Individual accommodation plans or accessibility needs are reviewed and considered when managing employee performance and before a performance management session, to ensure all relevant accommodations are taken into account in the assessment and discussion. We ensure that we differentiate between disability-related and performance-related issues. We make performance management documents available in accessible formats, and provide feedback and coaching to employees in a way that is accessible.
- We support employees with disabilities in their career development and provide accessible career development and advancement opportunities for employees with disabilities. We review individual

accommodation plans or accessibility needs when advancement opportunities arise to ensure accessibility to opportunities. We consider what accommodations employees with disabilities need to learn new skills or take on more responsibilities in their current position.

- In the event of lay-off, job, or department elimination, we use the individual accommodation plan to consider redeployment opportunities in other areas, and review/revise the accommodation plan if transferred to an alternate job.

8 REFERENCES

Government of Ontario. 2016. *Integrated Accessibility Standards, Part IV.2 Customer Service Standards*. Ontario Regulation 165/16. Filed June 6, 2016. <https://www.ontario.ca/laws/regulation/r16165>

Government of Ontario. 2016. *Accessibility for Ontarians with Disabilities Act, 2005*. S.O. 2005, c. 11. Consolidation Period from April 19, 2016. <https://www.ontario.ca/laws/statute/05a11>

9 FOR MORE INFORMATION

For more information on this accessibility plan, please contact us:

- Email: accessibility@matrix-solutions.com
- Phone: 519.772.3777
- Mailing address: Unit 7B, 650 Woodlawn Road West, Guelph ON N1K 1B8

Accessible formats of this document are available free upon request.

Next *Accessibility Compliance Report* due: December 31, 2023.

Next *Multi-year Accessibility Plan* review due: June 30, 2026.