# **Multi-Year Accessibility Plan (AODA), 2019 – 2024**

# This 2019 to 2024 accessibility plan outlines the policies and actions that Magnet Forensics Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.  **Statement of Commitment**

Magnet Forensics’ mission is to impact people’s lives by finding the truth and empowering others to make a difference. Magnet is committed to providing a barrier-free environment for people with disabilities and creating a place where everyone wants to work. We are committed to meeting the needs of any of our customers, employees, job applicants, and other stakeholders, with disabilities in a timely manner. We are committed to doing so in a manner that respects the dignity and independence of persons with disabilities. We will do so by continuing to remove and prevent barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

## **Review and Update**

This document must be reviewed and updated by December 31, 2023.

Policy Owner: Human Resources   
Date Created: December 2016  
Date Revised: April 2020  
Review Cycle: 5 years  
Approver: J. Stecho

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| **Obligation** | **Status and Department Ownership** | **Compliance Date** |
| **Customer Service** | | |
| Create, review and update Customer Service Standards policy | Completed. Human Resources conducts an annual review of the policy | **January 1, 2012** |
| Permit service animals and support persons on the premises and include this information in employee Customer Service Standards training | Completed. Human Resources provides Customer Service Standards training to all new hires and annual compliance training with existing employees | **January 1, 2012** |
| Notify customers of temporary disruption by posting information at entry points including the reason, anticipate duration and alternative ways to access the building | As required. Operations will ensure notice is provided | **January 1, 2012** |
| Train all staff on Customer Service Standards | Completed. Human Resources provides Customer Service Standards training to all new hires and annual compliance training with existing employees. Training materials are also updated annually as required | **January 1, 2012** |
| Notify customers of the methods of feedback for the services we provide | Completed and as required. Human Resources, Marketing, Sales, Tech Support, Operations | **January 1, 2012** |
| **Obligation** | **Status and Department Ownership** | **Compliance Date** |
| **General Requirements** | | |
| Establish Accessibility Policies | Completed with ownership in Human Resources | **January 1, 2014** |
| Review and update the Accessibility Policy | Completed and reviewed by Human Resources every five years | **December 31, 2023** |
| Establish, implement and maintain the multi-year accessibility plan | Completed by Human Resources and reviewed every five years | **January 1, 2014** |
| Train all staff on Ontario’s accessibility laws | Completed. Human Resources provides AODA training to new employees as they are hired and annually | **January 1, 2015** |
| As requested, provide emergency procedures in an accessible format | As requested. Human Resources | **January 1, 2012** |
| Publicly notify the availability of accessible formats and communication supports | Completed. Marketing Link to our accessibility page on the website: <https://www.magnetforensics.com/accessibility/> | **January 1, 2016** |
| As requested, provide accessible formats and communication supports for customers and employees | As requested provided by Human Resources | **January 1, 2016** |
| Ensure Web Content Accessibility Guidelines (WCAG) are compliant to ensure that websites and web content are accessible | Level A completed. Level AA to be completed by the Marketing team.  Monitored by the Marketing team on an ongoing basis to ensure compliance based on website updates. | **January 1, 2014** (Level A) **January 1, 2021** (Level AA) |
| All documents posted on the web January 1, 2014 and beyond are made accessible | Completed and as requested. Marketing | **January 1, 2014** |
| **Obligation** | **Status and Department Ownership** | **Compliance Date** |
| **Employment Standards** | | |
| Review recruitment practices with respect to hiring and interviewing, as per the requirements under the employment standards | Completed and ongoing. Human Resources | **January 1, 2016** |
| Notify candidates and employees about the availability of accommodation for applicants with disabilities in the recruitment process | Completed and ongoing. Human Resources | **January 1, 2016** |
| Inform all current and new employees of policies used to support employees with disabilities | Completed and ongoing. Human Resources | **January 1, 2016** |
| Provide or arrange accessible formats and communication supports for employees | As requested. Human Resources | **January 1, 2016** |
| Provide individualized workplace emergency response information to employees who have a disability | As requested. Human Resources | **January 1, 2012** |
| Develop and have in place a written process for individual accommodation plans for employees with disabilities | Completed. Human Resources | **January 1, 2016** |
| Develop and have in place a return to work process for employees who have been absent from work due to a disability | Completed. Human Resources | **January 1, 2016** |
| **Obligation** | **Status and Department Ownership** | **Compliance Date** |
| **Employment Standards (Continued)** | | |
| During the performance management process, Magnet will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans | Completed and ongoing. Human Resources and the Management team | **January 1, 2016** |
| For career development and advancement, Magnet will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans | Completed and ongoing. Human Resources and the Management team | **January 1, 2016** |
| At the time of redeployment, Magnet will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans | Completed and ongoing. Human Resources and the Management team | **January 1, 2016** |