

# Canaccord Genuity Corp.

## Integrated Accessibility Standards Regulation and Multi-Year Accessibility Plan – Update 2020

## 1. Purpose

The *Accessibility for Ontarians with Disabilities Act (AODA)* was adopted in 2005 with a goal of making Ontario completely accessible for individuals with disabilities by 2025.

The Integrated Accessibility Standards Regulation (“IASR”) has been developed to streamline, align and phase-in accessibility requirements and allow for progress on accessibility. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards in areas of:

- Information and Communications;
- Employment;
- Transportation; and
- Design of Public Spaces.

## 2. Scope and Responsibilities

This plan has been drafted in accordance with the regulation and addresses how Canaccord Genuity achieves accessibility through meeting the regulation’s requirements. It provides the overall strategic direction that will be followed to provide accessibility supports to Ontarians with disabilities. Please note that while accessibility principles and efforts apply to and will be followed by all Canaccord Genuity locations with 50 or more employees as per the regulation.

The requirements of the regulation include the following items:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan\*, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communications, Employment Transportation Standards and Design of Public Spaces.

### \*Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the Accessibility for Ontarians with Disabilities Act. Canaccord Genuity will report the progress and implementation of this plan annually, post the plan on our website and provide it in alternate formats upon request. This plan will be reviewed and updated at least once every 5 years.

## 3. Policy Statement and Organizational Commitment

Canaccord Genuity is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by

preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### **4. Accessible Emergency Information**

Canaccord Genuity is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

#### **5. Training**

Canaccord Genuity will ensure that training is provided to all employees, volunteers, contractors and other staff members on the requirements of Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, contractors and other staff members.

In accordance with the IASR, Canaccord Genuity will continue taking the following steps to ensure employees are provided with appropriate training:

- Determine ongoing training requirements of the IASR and the Ontario Human Rights Code as it pertains to people with disabilities;
- Develop appropriate training content to meet changes in the workplace;
- Provide and deliver training as soon as practicable;
- Maintain a record of the training provided, including training dates and number of individuals in attendance;
- Ensure training is provided on any changes to the related policies on an ongoing basis.

#### **6. Information and Communication**

Canaccord Genuity is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

If Canaccord Genuity determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we will be obligated to provide the person, that requires the information, with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

##### Website Accessibility

Canaccord Genuity has taken the following steps to ensure that all current and future websites, and content on those sites, conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA:

- All web content developed internally or externally now meets the Information and Communication Standard and content developers/vendors have the necessary expertise to develop such content;
- As of January 1, 2021, all internet website and web content backdated to 2012 conforms with WCAG 2.0 Level AA, we have:
  - Audited all websites and content for Level AA compliance;
  - Implemented the necessary changes to bring the website and web content into conformance with applicable Level AA requirements.

#### Feedback

Canaccord Genuity will continue with the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- We will identify all existing feedback processes and will review those for accessibility;
- Should any barriers to accessibility be identified we will take the necessary steps to remove those barriers in a timely manner.

#### Accessible Formats and Communication Supports

Canaccord Genuity will continue to provide or arrange for accessible formats and communication supports for people with disabilities upon request. Where a request for an accessible format or for communication supports is received, we will:

- Consult with the person making the request and determine their accessibility needs and what would be a suitable format or support;
- Provide the requested information in a timely manner;
- Provide the information at regular cost (if applicable).

## **7. Employment**

Canaccord Genuity is committed to fair and accessible employment practices. *The Employment Standard Act* builds upon the existing requirements under the *Ontario Human Rights Code* in relation to accessibility throughout all stages of the employment cycle works.

#### Recruitment

We will continue to take the following steps to notify the public and employees that, when requested, Canaccord Genuity will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Review and where necessary modify existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities on job postings;

- If a selected applicant requests an accommodation, Canaccord Genuity shall consult with the applicant and arrange for the provision of suitable accommodation(s) that takes into account the applicant's disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

#### Individual Accommodation Plans and Return to Work

Canaccord Genuity will continue to take the following steps to develop and put in place a process for developing documentation for Individual Accommodation Plan ("IAP") and return-to-work processes for employees that have been absent due to a disability.

- Develop an IAP that includes the following:
  - The employee requesting accommodation can participate in the development of the IAP;
  - Assessment on an individual basis;
  - Identification of accommodations to be provided;
  - Timelines for the provisions of accommodations;
  - Canaccord Genuity may request an evaluation by outside medical or other experts, at our expense, to assist with determining and achieving accommodation;
  - Steps taken to protect the privacy of the employee's personal information;
  - Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
  - If IAP is denied, the reasons for denial are to be provided to the employee;
  - A format that takes into account the employee's disability needs;
  - If requested, provide any information regarding accessible formats and communication supports;
  - Identification of any other accommodation that is to be provided.

#### Performance Management, Career Development and Redeployment

Canaccord Genuity will continue to take into account the accessibility needs of employees with disabilities, as well as IAP when:

- Using our performance management processes in respect of employees with disabilities;
- Providing career development and advancement information to our employees with disabilities;
- Redeploying employees with disabilities.

In order to uphold this obligation, we will review, access and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR.

Workplace Emergency Response Information

Canaccord Genuity provides individualized workplace emergency response information to employees with disabilities:

- If the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, Canaccord Genuity shall provide the workplace emergency information to the person designated by Canaccord Genuity to provide assistance to the employee;
- As soon as practical after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

**8. Design of Public Spaces**

Canaccord Genuity will continue to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

**9. More Information**

For more information on this Multi-Year Accessibility Plan, or for a copy of this plan in an accessible format, please contact Canaccord Genuity:

**Telephone:** 1.800.663.1899 (please ask for someone in Human Resources)

**Fax:** 604.601.5977

**Email:** Canaccord Genuity HR at: [cghrcanada@cgf.com](mailto:cghrcanada@cgf.com)

**Regular Mail:** Please forward your comments & questions to the following mailing address:

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