



# 2021-2023 Accessibility Plan

## 360insights (CANADA/USA/UK) Ltd.

360insights (CANADA/USA/UK) Ltd. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps 360insights (CANADA/USA/UK) Ltd. is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how 360insights (CANADA/USA/UK) Ltd. will play its role in making Ontario and beyond, a more accessible world for all people.

### **Statement of Commitment**

360insights (CANADA/USA/UK) Ltd. 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.

Accessible Emergency Information: 360insights (CANADA/USA/UK) Ltd. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when required.

## **Customer Service**

360insights (Canada/USA/UK) Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

- New employees are trained during their onboarding period.

## **Training**

360insights (CANADA/USA/UK) Ltd . will provide training to employees and other staff members on 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 and other staff members.

- Incorporate AODA compliance training into all New Hire onboarding
- Facilitate annual training for all current employees

## **Information and Communications**

360insights (CANADA/USA/UK) Ltd.is committed to making out communication and information accessible to people with disabilities.

## **Website and Web Content**

360insights (CANADA/USA/UK) Ltd. has taken the steps to ensure that the current websites and future websites all conform with WCAG 2.0, Level A and is committed to working only with Agencies that understand and comply with WCAG 2.0

## **Employment**

360insights (CANADA/USA/UK) Ltd. is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment process and continue accommodations as required to transition successful candidates into 360insights employees.

## **Accessibility Barriers**

360insights (CANADA/USA/UK) Ltd. will take every action possible to proactively prevent accessibility barriers from being put in place and act quickly to remove any accessibility barriers once identified.



## **Accommodation Plans**

360insights (CANADA/USA/UK) Ltd. will modify work, job functions, or workstation as necessary when building individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

## **Career Planning**

We will review, assess & modify current performance management, career development or processes when requests for accommodation are made to ensure the accessibility needs of employees with disabilities are considered. 360insights (CANADA/USA/UK) Ltd. is committed to developing a career plan crafted for the individuals and their unique situations.

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

The 360insights People and Culture Team

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**Standard and accessible formats of this document are available free of charge upon request  
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