



Ipsos Multi-Year Accessibility Plan January 2017

Ongoing Achievements to Remove and Prevent Barriers

	ACTION	STATUS
PERFORMANCE MANAGEMENT	Ipsos will update their current performance management process to an online platform through the Ipsos HCM system. Upon request Ipsos will make documents available in alternative formats and provide feedback and coaching in a way that suits the individual needs of the employee	In progress
TRAINING	Ipsos will adapt current accessibility training to an online platform through the Ipsos Training Center. All current and future employees will complete the online training module. Ipsos will provide alternative forms of training upon reasonable request.	In progress
WORKPLACE EMERGENCY RESPONSE	<p>Prepare individualized emergency response information for employees with disabilities, if necessary</p> <p>With the employee's consent, designate a co-worker to assist the employee with a disability in emergency situations, if necessary</p> <p>Prepare the individualized emergency response information as soon as practicable once aware of the need.</p> <p>Review when employees move locations, when accommodation needs change or the company reviews its emergency plans</p>	On-going
ACCESSIBILITY BOOKLET	All new hires in Ontario will be required to review and understand our accessibility policy and handbook, and will need to sign an acknowledgement of the above.	On-going
EMPLOYEE SUPPORT	Update information provided to employees as policies change	On-going
ACCESSIBLE FORMAT	Upon request by an employee with a disability provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	On-going
RECRUITMENT	<p>Notify job applicants selected to participate in the assessment process that accommodations are available upon request in relation to the materials or processes used. If accommodation is requested, ensure that the job applicant is consulted when arranging for a suitable accommodation.</p> <p>Ensure that successful candidates are informed of the organization's policies on accommodation when the offer of employment is made</p>	On-going



Ipsos Multi-Year Accessibility Plan January 2017

Completed Achievements to Remove and Prevent Barriers

	ACTION	COMPLIANCE DATE	STATUS
WORKPLACE EMERGENCY RESPONSE	Identify any emergency procedures or emergency information in place	January 1, 2012	Completed
ACCESSIBILITY BOOKLET	<p>Ipsos has developed an Accessibility for Ontarians with Disabilities booklet – The Ipsos Approach</p> <p>Content of the booklet includes;</p> <p>An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard 's plan</p> <p>Ipsos' plan related to the customer service standard</p> <p>How to interact and communicate with people with various types of disabilities</p> <p>How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person</p> <p>What to do if a person with a disability is having difficulty in accessing Ipsos services.</p> <p>Current Ipsos employees will be sent an updated Employee Handbook to read and understand which will include our updated accessibilities policies and procedures.</p> <p>These policies and procedures will be posted on our Intranet under Human Resources, and will also be available</p>	January 1, 2012	Completed



Ipsos Multi-Year Accessibility Plan January 2017

	through the Human Resources Department.		
ACCESSIBILITY BOOKLET	Updated the booklets colours and images.	April 1, 2017	Completed
ACCESSIBILITY STANDARDS PLAN	Develop and implement Integrated Accessibility Standards Policy Make the policy publicly available and provide in an accessible format, upon request	January 1, 2013	Completed
MULTI-YEAR ACCESSIBILITY PLAN	Create a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and to comply with the requirements under the employment standard Post multi-year accessibility plan on website and provide in an accessible format, upon request	January 1, 2013	Completed
TRAINING	Training provided to all employees who deal with customers on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the regulation and on the Human Rights Code as it pertains to persons with disabilities	January 1, 2014	Completed
WEB CONTENT	Ipsos has taken the following steps to make all new websites and content on those sites conform with Web Content Accessibility Guidelines 2.0, Level A Web content will be written in clear language Web team will consider appropriate actions based on feedback received regarding accessibility of web content.	January 1, 2014	Completed



Ipsos Multi-Year Accessibility Plan January 2017

RECRUITMENT	<p>Notify employees and the public about the availability of accommodation for job applicants with disabilities</p> <p>Include an accessible employer line in job postings stating: "Ipsos is committed to fair and accessible employment practices."</p>	January 1, 2014	Completed
EMPLOYEE SUPPORT	<p>Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment</p>	January 1, 2014	Completed
DOCUMENTED INDIVIDUALIZED PLANS	<p>Develop and implement individualized plans for those with disabilities who require accommodation</p>	January 1, 2014	Completed
RETURN TO WORK PROCESS	<p>Develop and implement a return to work process for employees absent due to disabilities who require accommodation to return to work</p>	January 1, 2014	Completed
PERFORMANCE MANAGEMENT	<p>Ipsos will take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment</p>	January 1, 2014	Completed
FEEDBACK PROCESS	<p>Ipsos has taken the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request</p> <p>Inform public facing employees, such as Receptionists, of their duty to accommodate and make information accessible, or to contact Human Resources or Office Management if an accessibility issue arises so they can assist with providing an accessible alternative.</p> <p>Provide details of the process on our employee Intranet for easy access to employees</p>	January 1, 2015	Completed
PUBLIC INFORMATION	<p>All publicly available information is made accessible upon request</p>	January 1, 2016	Completed



Ipsos Multi-Year Accessibility Plan

January 2017

Provide a copy of the policy to Office Managers and/or Reception along with contact information for Human Resources, should further information be required.

Provide contact information on our website.

DESIGN OF PUBLIC SPACES	Clearly indicated on floor plan where the accessible washrooms are located in Ipsos' offices in Ontario.	January 1, 2017	Completed
-------------------------	--	-----------------	-----------