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## **Convergint Accessibility Plan**

February 2024



## MESSAGE FROM THE REGIONAL VICE-PRESIDENT, EASTERN CANADA

At Convergent Technologies we are committed to making a daily difference to our customers and colleagues, by treating all people in a way that allows them to maintain their dignity and independence.

We understand the value that people bring to our business and we are committed to meeting the needs of people with disabilities by actively working to prevent and remove barriers to accessibility in our marketplace.

*Daryl Mikulinski, Regional Vice-President, Eastern Canada, Convergent Technologies Ltd.*

## INTRODUCTION

Convergent Technologies Ltd. (Convergent Technologies) strives to meet the needs of its colleagues 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 Convergent Technologies is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Convergent Technologies will play its role in making Ontario an accessible province for all Ontarians.

## SECTION ONE: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

The following section includes a summary of the accessibility initiatives Convergent Technologies has completed.

### CUSTOMER SERVICE

Convergent Technologies strives to be our Customers' Best Service Provider, and this extends to how we provide accessible service to customers with disabilities. Our customers primarily interact with us on their premises; however, we still hold a duty to provide accessibility when they do visit our offices and when interacting with customers. We also work with a variety of vendors who are afforded the same high standard of accessibility.

To date, there are no specific cases of feedback on our customer service on accessibility issues. We continue to be open to feedback and will action any feedback in accordance with the Customer Service Standard.

We have ensured the appropriate training is in place with colleagues who interact with customers so that they know the appropriate behaviour when there is accessibility related requests or feedback. We have also looked at our offices to ensure that they are accessible to customers as much as possible. Both initiatives are outlined in the relevant sections of this document.

## INFORMATION AND COMMUNICATIONS

The way in which we communicate with everyone who interacts with Convergent Technologies representatives plays a large role in how we provide accessible service to persons with disabilities. We are committed to providing a high level of service to persons with disabilities when it comes to our communication styles and methods.

Our main public website, [www.convergent.com](http://www.convergent.com), is continually being reviewed for how we can better meet the needs of persons with disabilities. We have fully implemented Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. We have also committed to regularly reviewing and auditing our website to increase accessibility aspects and will eventually meet the highest standards of accessibility.

As for other forms of communication, as per our accessibility policy, we have implemented a process to ensure that any person can request documentation in an accessible format, and we will provide it at no cost to the person requesting the accessible documentation. Our Marketing team, who handle most communication with external parties, is the lead on any requests in this matter.

## EMPLOYMENT

People with disabilities are an important and under-utilized part of the workforce. Convergent Technologies is committed to providing a discrimination-free, accessible workplace and reasonable accommodation for disabled colleagues. Convergent Technologies complies with all anti-discrimination laws concerning disabled colleagues and applicants.

To meet our obligations under the Integrated Accessibility Standards, we have currently implemented the following:

- Convergent Technologies notifies all job applicants via our job postings about the availability of accommodations for applicants with disabilities through all stages of the recruitment process.
- Convergent Technologies notifies applicants selected for an assessment via email about the availability of accommodations for applicants with disabilities through all stages of the recruitment process.
- Convergent Technologies notifies successful applicants via our offer letter about our policies on accommodating colleagues with disabilities.

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- Convergent Technologies notifies our colleagues annually via our Colleague Handbook about our Equal Employment Opportunity Policy, highlighting any changes to existing policies.
- Convergent Technologies has in place an Accommodation Plan Process and Return to Work Process, which are used to determine the need for and start the process of implementing individualized accommodation tools, resources, program and communication supports, and/or individualized workplace emergency response plans.
- Convergent Technologies' performance management, career development, and redeployment processes were created while considering the accessibility needs of colleagues with disabilities, and any changes to those processes will continue to consider accessibility needs.

In an effort to continually support colleagues and further improve our support for persons with disabilities, Convergent has created an affinity group named Convergent Disability Connect. All colleagues are welcome to join this group. The group's Mission Statement is: "To make Convergent a more accessible, inclusive, and equitable place for colleagues with disabilities."

Convergent Disability Connect works to do this through providing educational resources company wide, accessibility tips, and offering or promoting events with a focus on persons with disabilities.

## TRAINING

Our colleagues are the representatives of the company, and as such we are committed to training our colleagues on not only accessibility requirements under the law, but also on how each colleague is part of the solution in providing a barrier-free society.

First, all colleagues are required to review and acknowledge that they have read our *Convergent Colleagues Handbook* which includes our *Equal Employment Opportunity Policy*. This policy outlines our commitment to providing an accessible environment for colleagues, and how a colleague can request accommodation.

We train all colleagues in Ontario on the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and the Integrated Accessibility Standards Regulation (IASR). All colleagues received training on the General Requirements, the Information and Communications Standards, the Employment Standards, and Customer Service Standards portions of the Integrated Accessibility Standards Regulation (IASR).

We have developed a program for all new colleagues to get the required training within a short period of time after starting employment with Convergent Technologies. Colleagues are asked to complete the training within their first thirty days of joining the company.

We are using electronic versions of the training to allow for flexibility in delivery. Colleagues complete the Ontario Human Rights Code and AODA training through our Learning

Management System (LMS), which ensures that they complete all steps prior to issuing a certificate. Training is reported on regularly to ensure compliance.

## DESIGN OF PUBLIC SPACES

In designing new offices, or making changes to current offices, we consider the growing number of people with disabilities in the public and workforce who may need access to our sites, including customers and delivery personnel who regularly visit our offices. As such, this has become a major part of our planning for all locations.

In accordance with the Integrated Accessibility Standards Regulation:

- Convergent Technologies has a location in Downtown Toronto, ON which was designed and laid out with accessibility in mind, including consideration for hall and doorway widths and access to the location.
- Convergent Technologies has an office in Windsor, ON which was designed and laid out with accessibility in mind, including consideration for hall and doorway widths and access to the location.
- Convergent Technologies has moved the Brantford, ON office from a second-floor office to a ground floor location that is more easily accessible to all.
- The Convergent Technologies location in Etobicoke, ON is a new site that opened in October 2023, and was renovated to provide the highest level of accessibility possible within the location and includes an accessible washroom.
- The Convergent Technologies location in Ottawa, ON has main customer spaces on the ground level with accessible access, as well as ground level accessible washrooms.

We continue to strive to provide accessibility in all Convergent Technologies locations.

## SECTION TWO: STRATEGIES AND ACTIONS

As we continue to grow and develop our business in Ontario, and elsewhere, we will look to ways to make our workplaces and businesses more accessible for all Ontarians with disabilities whom we interact with. This section describes some of the concrete actions that we will be taking to address these needs.

For many aspects of accessibility, we will take feedback from persons with disabilities and our clients into account to make positive changes. As such, many of the changes that we foresee are unknown to us at this time. We will endeavour to complete a yearly review of feedback received in regard to accessibility to determine the appropriate next step, or if there are any changes required to our overall policy and plan.

## CUSTOMER SERVICE

Convergent Technologies is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

We welcome any feedback from customers in how we can improve our service for customers with disabilities. We continue to strive to demonstrate our Value and Belief of being our Customers' Best Service Provider, which includes providing accessible service where we are able.

## INFORMATION AND COMMUNICATIONS

Convergint Technologies is committed to making our information and communications accessible to people with disabilities. As our website evolves, we will continue to reach for a higher standard of accessibility.

For public information, we will consider accessibility in the methods we use to communicate, and we will take feedback into consideration into how we can become a better and more accessible service provider for persons with disabilities. This may include having more accessible documentation at the ready instead of on request or providing more channels for requesting and obtaining accessible documentation. These changes will be implemented on an ad hoc basis.

## EMPLOYMENT

Convergint Technologies is committed to fair and accessible employment practices. While we are already meeting the employment obligations under the Integrated Accessibility Standards, we will commit to ongoing improvement of accessibility for our colleagues. This will include:

- Continuing to provide an outlet for, and acting on, feedback from colleagues regarding accessibility and how our processes and programs can be further improved from an accessibility standpoint.
- In reviewing our hiring practices, we will continue to look at ways that we can create proportional representation of persons with disabilities in our workplace, either through targeted campaigns or by making our company an employer of choice for persons with disabilities.
- Continuing to partner with Convergint Disability Connect to implement programs and policies that support Convergint colleagues with disabilities where they most need it.

## TRAINING

Convergint Technologies 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.

We will continue to provide all new colleagues with training as defined in our current model. By employing our upgraded Learning Management Systems (LMS), we can better provide and track all training as it relates to accessibility, as well as consider how to integrate accessibility within the training methods themselves, which will be through ongoing improvements.

## DESIGN OF PUBLIC SPACES

Convergent Technologies will meet accessibility laws when building or making major changes to public spaces. Some of our targeted changes include the following:

- Our Ottawa, ON location has a second floor that is inaccessible with no elevator services available. There are no current plans for renovations or moving, so we are keeping this in mind for when / if that opportunity arises.
- At all locations, we will remain open to feedback from colleagues and customers about areas that would help improve accessibility.

Convergent Technologies will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. If there is a disruption to service, this will be clearly signed at the site, and alternate accessible options will be provided on request.

## FOR MORE INFORMATION

For more information on this accessibility plan, please contact our Human Resources team in Canada at +1 (403) 291-3241 ext. 7789, or at [aoda.ontario@convergent.com](mailto:aoda.ontario@convergent.com).

You may also provide feedback online. Our website and social media addresses are as follows:

- Website: <https://www.convergent.com/>
- Facebook: <https://www.facebook.com/ConvergentTechnologies/>
- Twitter: <https://twitter.com/convergent>
- LinkedIn: <https://www.linkedin.com/company-beta/28345/?pathWildcard=28345>

Standard and accessible formats of this document are free on request from our Human Resources team in Canada using the contact information above.

## VERSION HISTORY

Version	Approved By (initials)	Date
1	GT	November 2017
2	BH	May 2020
3	DM	February 2024