

## MULTI-YEAR ACCESSIBILITY PLAN

### **Statement of Commitment**

GoGlobal GEO Canada Ltd. (“GoGlobal” or “We”) is committed to meeting the objectives and requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and its Regulation (the “AODA”). GoGlobal is committed to ensuring equal access and participation for people with disabilities. We believe in integration and are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

GoGlobal is committed to meeting the accessibility needs of persons with disabilities in a timely manner and strives to meet the needs of its employees and customers with disabilities. It is working hard to remove and prevent barriers to accessibility, and, as part of GoGlobal’s commitment to meeting its obligations under the AODA, GoGlobal has developed this Multi-Year Accessibility Plan which outlines its strategy to prevent and remove barriers for persons with disabilities who are accessing GoGlobal’s services.

GoGlobal will provide the opportunity for all individuals with disabilities to identify needs related to their disabilities and ensure that such needs are accommodated in a manner that supports the dignity of the individual. This commitment is reflected through GoGlobal’s implementation of training and specific policies and procedures that incorporate measures to identify and remove barriers for people with disabilities.

GoGlobal will review and update this plan at least once every 5 years.

### **Completed Steps**

#### **Accessibility Policy**

GoGlobal has developed an Accessibility Policy governing how GoGlobal will achieve accessibility. This Policy will be reviewed as required by the AODA.

#### **Customer Service**

GoGlobal is committed to providing its services to persons with disabilities in a manner that respects the dignity and independence of persons with disabilities and has already developed policies in this regard (contained in its Accessibility Policy).

#### **Information and Communications**

GoGlobal is committed to meeting the communication needs of people with disabilities and has developed policies in this regard. GoGlobal’s Accessibility Policy contains a process for receiving and responding to feedback in an accessible manner. GoGlobal’s Accessibility Policy also provides for the provision of accessible formats and communication support for persons with disabilities.

#### **Employment**

GoGlobal will identify, prevent and remove barriers at all stages of the relationship for persons with disabilities and has developed policies in this regard, which address such issues as:



- Availability of accommodation during the recruitment process; and
- Taking into account the accessibility needs of employees with disabilities in all stages of the employment relationship, including recruitment, hiring, performance management, career development and advancement and deployment.

GoGlobal will specify on all future job postings that accommodations are available for persons with disabilities. GoGlobal will inform applicants selected to interview for a position that reasonable accommodations are available during the recruitment process upon request. GoGlobal will notify the selected applicant when making an offer of employment that accommodations are available during the course of employment for people with disabilities.

GoGlobal will communicate to all current employees and all new hires as soon as practicable of the policies supporting employees with disabilities and keep them up to date on any changes to the accessibility policies and procedures. When requested by an employee, GoGlobal will consult with the employee and provide suitable accessible format and communication support needed to perform the employee's role.

GoGlobal has created a written process for the development of individual accommodation plans and has developed and documented a return-to-work process for employees who have been absent due to a disability.

## **Training and Records**

GoGlobal provides training as required by the AODA to all its employees and all persons who participate in developing GoGlobal's policies. The training includes an overview of the AODA, the Ontario Human Rights Code, the requirements of the various accessibility standards, and GoGlobal's Accessibility Policy.

GoGlobal has incorporated this training requirement into hiring practices to ensure that new employees complete the required training as soon as practicable. Training will also be required where there are changes to GoGlobal's accessibility policies and procedures.

GoGlobal will maintain a record of the training provided. The records will include the dates that training is provided, and the names of the individuals who received and completed the training.

## **Strategies and Actions**

### **Customer Service**

GoGlobal 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.

### **Information and Communications**

GoGlobal is committed to making our information and communications accessible to people with disabilities.



## **Employment**

GoGlobal is committed to fair and accessible employment practices.

## **Training**

GoGlobal 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.

## **For More Information**

For more information, questions or concerns regarding accessibility at GoGlobal or to request communication in an accessible format, please contact GoGlobal via email at [canada@goglobal.com](mailto:canada@goglobal.com).

