SYMCOR

Accessibility Progress Report – Symcor Inc.

June 1, 2024

1. GENERAL 3
a) Introduction 3
b) Symcor's Commitment to Accessibility 3
c) Feedback Process, Requesting Alternative Formats and Contact Information 3
2. CONSULTATION 5
3. FEEDBACK 6
4. PROGRESS BY AREA 7
a) Employment 7
b) The Built Environment 8
c) Information and Communication Technologies (ICT) 8
d) Communications (Other than ICT) 9
e) The Procurement of Goods, Services, and Facilities 10
f) Design and Delivery of Programs and Services 10
g) Transportation 10
IN SUMMARY 11

1. General

a) Introduction

Symcor is pleased to publish its first Progress Report in accordance with Canada's Accessible Canada Act ("ACA"), which provides a proactive and systemic approach for realizing a Canada without barriers for persons with disabilities by January 1, 2040.

Symcor published its first Accessibility Plan in May of 2023 and we have made considerable progress on our accessibility journey over the past year. The efforts of a Working Group, Accessibility Steering Committee and project level teams provided Symcor with a solid foundation to continue engaging with employees and leaders across the enterprise and drive forward on the changes and actions we committed to in our initial Accessibility Plan. As described in greater detail in this Progress Report, we are proud of the progress that has been made – as well as the work that continues – in making our sites, employee and client experiences, and use of technology more accessible.

b) Symcor's Commitment to Accessibility

Symcor recognizes the value of a diverse workforce, particularly one that reflects the communities in which we operate. We are committed to building an inclusive environment, ensuring equality for everyone, and allowing employees to feel confident in bringing their authentic selves to work. The elimination and proactive prevention of barriers faced by persons with disabilities is a key component to realizing our commitment.

c) Feedback Process, Requesting Alternative Formats and Contact Information

Communication and feedback were foundational values on which Symcor's Accessibility Plan was developed, and we have continued to emphasize these values during our accessibility work this year. Ongoing input is key to upholding our commitment to accessibility and creating a barrier-free environment at Symcor.

The Director of Employee Experience is the person designated to receive accessibility feedback at Symcor. To share thoughts or suggestions on the way Symcor is implementing its Accessibility Plan, this Progress Report, or the barriers encountered by Symcor's employees, clients and other persons that engage with Symcor, please use any of the following channels to connect with the Director of Employee Experience:

Contact Method	Contact Details
Email	access@symcor.com
Mail	1 Robert Speck Parkway, Suite 400, Mississauga, ON L4Z 4E7
Telephone	905-273-1096

Feedback can be provided anonymously or with an individual's contact information. Symcor will send an acknowledgement of receipt to feedback received unless the feedback is provided anonymously. Anonymous feedback will be treated equally to feedback submitted by an identified person.

Feedback provided to Symcor will be taken into consideration during the preparation of our annual progress reports on the implementation of Symcor's Accessibility Plan and updated versions of the Plan.

To request a copy of Symcor's Progress Report, Accessibility Plan or a description of our Feedback Process in print, large print, Braille, audio format, or in an electronic format that is compatible with adaptive technology intended to assist persons with disabilities, contact us using any of the methods outlined above.

2. Consultation

Symcor's approach to ensure that persons with disabilities were consulted and their perspectives were incorporated into the preparation of this Progress Report involved two primary methods: gathering feedback through an employee survey on accessibility and consulting with the Working Group.

- **Employee Survey on Accessibility:**
  - Symcor wanted to ensure that employees had an additional platform to express their experiences, insights and suggestions related to accessibility.
  - As a result, Symcor distributed a survey to employees to gather insights and feedback on accessibility. Employees had the option to submit feedback anonymously if they wished.
  - The survey covered various aspects of accessibility at Symcor, such as gauging employee awareness of policies and practices, inclusivity of persons with disabilities and satisfaction with policies and practices, while also inviting feedback on potential enhancements and areas of improvement.
  - The survey responses provided valuable firsthand perspectives from employees, including those with disabilities, on the existing accessibility measures Symcor has taken and areas that could be improved upon.
  - The feedback reinforced some of previously identified action items for 2024 and 2025, such as Accessibility Awareness training for new hires and continuing to promote accessibility awareness throughout the organization. Furthermore, the feedback included valuable input on recommendations for Symcor's Built Environment, such as a review of the accessible entryways within the office environment and accessible washrooms.

- **Consultation with the Working Group:**
  - Symcor continued to draw upon the support and insights of its Accessibility Working Group, which is comprised of employees who identify as persons with disabilities, as well as those who have insight or experience working with persons with disabilities and allies.
  - The Working Group serves as a forum for ongoing consultation and collaboration on accessibility initiatives within Symcor.
  - Through regular meetings and discussions, members of the Working Group shared their expertise, experiences and recommendations on accessibility initiatives across Symcor.

Feedback gathered from the employee survey, combined with insights provided by the Working Group, allowed Symcor to learn about what worked (and what could be improved upon) in the accessibility initiatives it undertook this past year, while also identifying areas of focus for the year ahead.

3. Feedback

Symcor did not receive formal feedback from external sources or employees within the organization through its formal Feedback Process. Despite the absence of feedback through this channel, the employee survey and perspectives of the Working Group provided Symcor with valuable input as described in the previous section.

Symcor is committed to fostering a culture of open communication and continuous improvement. We will continue to explore innovative ways to encourage feedback.

4. Progress by Area

a) Employment

Our efforts through 2023 have been focused on building awareness, facilitating access to resources and fostering an inclusive workplace environment for all employees.

Organizational Awareness: We have taken significant steps to enhance organizational awareness of Symcor's commitment to accessibility. Through comprehensive senior leader and manager training sessions, Symcor also ensured its leaders understand the importance of accessibility and their role in creating an inclusive environment.

Over the last 12 months, Symcor partnered with the Rick Hansen Foundation Accessibility Advisory Services to provide mandatory inclusion and accessibility awareness training tailored for our Senior Leadership Team and People Managers. The training underscored to leaders that promoting inclusivity is a core expectation of their role within the organization, reinforced Symcor's commitment to a barrier-free workplace, and outlined expectations that leaders actively participate in initiatives aimed at creating an inclusive environment.

An extended version of this training was provided to our Accessibility Steering Committee and Working Group that included additional in-depth discussion on common physical barriers for people with varying disabilities in spaces where they work, while exploring the built environment using universal design best practices.

Additionally, Symcor's Real Estate and Facilities Teams participated in Accessible Spaces 101 training offered through Athabasca University in partnership with the Rick Hansen Foundation. This was a self-paced online course that examined the impact of the social and physical environment on people with disabilities and introduced the application of universal design for creating meaningful access.

To further enhance accessibility awareness across the organization, employee accessibility awareness training will be rolled out enterprise-wide in the fall of 2024. The training initiative will educate employees about the importance of accessibility, highlight common barriers faced by individuals with disabilities, and provide practical strategies for creating inclusive environments. By extending this training to all employees, Symcor will reinforce its commitment to fostering an inclusive culture and empower individuals at all levels of the company to contribute to creating accessible spaces and experiences.

In addition to the above organizational awareness efforts, Symcor implemented the following measures to demonstrate our commitment to being an equitable employer dedicated to providing a barrier-free workplace:

- **LinkedIn Life Pages Update:** To showcase Symcor's dedication to Diversity, Equity, Inclusion and Belonging, a new page has been created to highlight our vision of creating a culture of belonging, where diversity, equity, and inclusion are valued. Our tagline, "Where you Belong," emphasizes our commitment to fostering an environment where every employee feels valued and respected and can contribute to our shared success.
- **Intranet Accessibility Pages:** Symcor successfully launched an Accessibility page on our company intranet, providing employees with valuable information and resources related to accessibility standards and practices in one centralized location. Furthermore, we established a dedicated Diversity, Equity, Inclusion, and Belonging (DEIB) intranet page, which also links to our Accessibility page, and offers additional resources and support.
- **Refreshed Job Posting Accessibility Statement:** Symcor's commitment to accessibility is reflected in our job postings, where we have enhanced and repositioned our accessibility statement to emphasize our goal of fostering a sense of belonging for every employee. By highlighting our accessibility statement within the introduction to Symcor in our job postings, we illustrate our dedication to providing an accessible recruitment process and accommodating candidates' needs during the interview process and beyond.

b) The Built Environment

In accordance with our Accessibility Plan, we continue to make ongoing accessibility improvements to Symcor's built environment. This past year we successfully completed fire alarm system upgrades at our Mississauga, Toronto and Calgary locations by adding visual alarm notifications. We also installed automatic door openers to all accessible doors in our Winnipeg and Calgary locations.

In January 2024, the Real Estate department engaged an external consultant to conduct an accessibility review of all Symcor locations, which includes physical site visits and an accessibility assessment of our workplaces. The site assessments and gap analysis reports are scheduled to be completed by August 2024. Moving forward we will be using the gap analysis report for each location to create action plans to improve our built environment and update our current accessibility practices.

c) Information and Communication Technologies (ICT)

Throughout 2023 and the first half of 2024, Symcor has engaged in productive discussions and collaboration with various vendors specializing in accessibility services so that Symcor can seamlessly integrate best practices into our product and software development lifecycle and tools. Our engagements span from automated remediation of web content to internal validation for accessibility compliance.

At Symcor we have ingrained accessibility considerations into the ideation and product development processes. Solution Consultants, Product Managers and Product Owners work together to ensure every new service or system is accessible and inclusive. This ensures that accessibility is not an afterthought but an inherent component of our solutions and product offerings.

Moreover, Symcor is talking to vendors who provide advanced solutions for creating accessible documents by using machine learning features. This initiative shows our dedication to keeping up with the latest developments in accessibility technology.

Symcor has proactively promoted accessibility compliance across all client communications services, extending our efforts to implement solutions that facilitate the creation of accessible documents for a diverse range of major clients.

As we move forward, Symcor will continue to improve our accessibility evaluation methods, aiming for a more efficient process. This constant effort highlights our dedication to creating a more accessible space for all stakeholders.

d) Communications (Other than ICT)

For information on the accessibility training conducted in year one of Symcor's Accessibility Plan, see information provided under section 3, Employment, above.

An online repository of employee resources was created to provide a comprehensive toolkit for employees to enhance their understanding of accessibility principles and best practices at Symcor. This repository includes:

- Toolkits containing resources, templates, and sample documents to help employees incorporate accessibility best practices into their work.
- Tips in Microsoft: Templates for creating accessible documents, presentations, emails, and other forms of communication, with built-in accessibility features and guidelines.
- Lists of assistive technologies and accessibility features available on common applications.
- Contact information for accessibility ambassadors and human resources support responsible for assisting employees with accessibility-related inquiries or issues.
- A channel for providing feedback on the repository content, usability, and accessibility to ensure continuous improvement.

In addition, Symcor plans to launch a new intranet in 2024. In selecting a vendor, web content accessibility compliance, along with the ability to adapt to evolving accessibility standards, were key criteria.

e) The Procurement of Goods, Services, and Facilities

As noted in the previous sections, Symcor has been engaging with vendors who offer a diverse range of accessibility support, services, and products. Symcor also recognizes the importance of ensuring that the tools and services we procure align with accessibility requirements. Thus, accessibility assessment criteria have been incorporated in our agreements wherever feasible.

Symcor strives to continuously employ a variety of sourcing strategies to ensure procurement of the optimal solution to meet internal and external requirements. Our procurement process incorporates accessibility standards, as applicable, ensuring that the products and services we procure maintain the highest standards of accessibility.

f) Design and Delivery of Programs and Services

Symcor's progress, areas for development and commitments with respect to the design and delivery of programs and services are reflected in the discussion of other key areas in this section: Employment, Information and Communication Technologies, Communications other than ICT, and the Procurement of Goods, Services and Facilities.

g) Transportation

Symcor does not provide public transportation and, given Symcor's business operations, has not identified any barriers under this focus area of the ACA.

In Summary

Symcor has made strides over the last year to align with the goals set out in our Accessibility Plan. We have been successful on multiple fronts. Key achievements include accessibility training for leaders and facilities staff, and the significant focus dedicated to accessibility preparedness and improvements at our sites. We listened to direct feedback from our employees, have been building our in-house accessibility skills and considerations across teams (e.g., Information Technology, Procurement) and have engaged third party experts when needed to complement our efforts.