



Integrated Accessibility Standard	Actions	Status	Compliance Date
<p><b>Customer Service Accessibility</b></p>	<p>Cypher Systems Group (CSG) ensures training is provided to every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of CSG's policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to CSG's policies or procedures governing the provision of goods or services to persons with disabilities.</p>	<p>Completed</p>	<p>By January 1, 2012</p>
<p><b>Information and Communications: Emergency Procedures and Plans, Workplace Emergency Response Information</b></p>	<p>Emergency procedures and public emergency safety information is prepared by CSG and made available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Completed</p>	<p>By January 1, 2012</p>
<p><b>General Requirements: Policies, Accessibility Plan, Self-Service Kiosks</b></p>	<p>CSG Integrated Accessibility Policy affirms the company's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that CSG will achieve accessibility.</p> <p>CSG created this Multi-Year Accessibility Plan outlining the company's phased-in strategy for identifying, removing and preventing barriers to accessibility.</p> <p>The Policy and Plan are posted on our corporate website (<a href="http://www.cyphersystemsgroup.com">www.cyphersystemsgroup.com</a>) and will be provided in alternate formats upon request. The Plan will be reviewed and updated at least once every five years.</p> <p>Although the company currently does not use self-service kiosks, the company will have regard to the accessibility for persons with disabilities should it design and acquire self-service kiosks by considering what accessibility features could be built into the kiosks to best fit the needs of our clients.</p>	<p>Completed</p>	<p>By January 1, 2014</p>

Integrated Accessibility Standard	Actions	Status	Compliance Date
<b>Information and Communications: Accessible websites and web content</b>	CSG ensures that new web design will comply with WCAG 2.0 Level A. Upon notice and request; CSG will provide physical hardcopies of any content that may cause difficulties for individuals with disabilities to access online.	Ongoing compliance	By January 1, 2014
<b>General Requirements: Training</b>	CSG will ensure that training is delivered to all employees, volunteers and those who provide services on CSG's behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.	Ongoing compliance	By January 1, 2015
<b>Information and Communications: Accessible Feedback Processes</b>	CSG will consult with all departments and determine what accessible formats and communication options (verbal/written) will be available. Make sure staff and management are aware that this needs to be available upon request (part of training program).	Ongoing compliance	
<b>Employment: Recruitment and Selection</b>	<p>CSG will notify all job applicants and the public that accommodation is available during the recruitment process upon request. The same information will be in job postings and on the careers section of the corporate website.</p> <p>Review and modify existing recruitment, assessment and selection processes as necessary.</p> <p>Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments.</p> <p>If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability.</p> <p>When making offers of employment, notify the successful applicant of CSG's policies for accommodating colleagues with disabilities.</p> <p>Develop and provide appropriate training to colleagues responsible for recruitment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.</p>	Ongoing compliance	By January 1, 2016
<b>Built Environment: Public Spaces, Obtaining Services, Maintenance</b>	Facility policies and processes will be reviewed and updated to include the requirements of the Built Environment Standard.	Ongoing compliance	By January 1, 2017

Integrated Accessibility Standard	Actions	Status	Compliance Date
<b>Information and Communications: Accessible websites and web content</b>	New web design will incorporate accessibility standards based on WACG 2.0 AA requirements.	In progress	By January 1, 2021
<b>Full Accessibility</b>	This is the date by which the development, implementation and enforcement of accessibility standards is expected by the AODA in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. CSG will ensure compliance with its obligations under AODA and its regulations by this date.	In progress	By January 1, 2025

