



## Metrix Multi-Year Accessibility Plan

### Statement of Commitment

Metrix is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws (including the *Accessibility for Ontarians with Disabilities Act, 2005*).

### Introduction

Metrix is a proudly Women-owned organization that was founded over 30 years ago, when our partners saw an opportunity to create a new kind of training design agency that created exceptional content with a relentless focus on results. Since then, Metrix transitioned to the next generation of leaders, an exceptional team of learning and marketing experts with strong business acumen.

At Metrix, we promote a supportive and collaborative culture where we encourage shared success. We believe in our team and are invested in their individual growth and well-being.

Metrix strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Metrix continuously shows a commitment to diversity, equity, and inclusion (DEI) through our value of "Strength Through Diversity" and we have developed a DEI Strategy. This strategy involves a Vision and Mission, as seen below, with accompanying goals to ensure we remain accountable in our DEI Efforts.

**Our Vision:** Authentically celebrating diversity, equity, and inclusion in all that we do and inspiring others to do the same.

**Our Mission:** We collectively take action to cultivate inclusive and equitable experiences for our:

- Team - We acknowledge, reflect, and represent our diverse experiences.
- Clients - We work together to embed our shared values into the training we create.
- Vendors - We seek out partners who share our values.
- Community - We give back by creating strong allyship with underserved groups.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.



### Accessibility Achievements & Milestones

Metrix has completed the following accessibility initiatives, as detailed in the AODA.

- Metrix's office has fully transformed into a virtual office space. All physical meetings moving forward will be held in locations where any physical/architectural barriers have been addressed per the AODA standards.
- Metrix provides any employees with the necessary equipment to perform their duties in their role, considering any accessibility needs and accommodations necessary.
- Metrix has implemented an internal WCAG tool, where at a minimum we strive to comply to the LevelAA standards for all our internal and client-facing deliverables addressing possible technological and communication barriers
- Attitudinally, Metrix's Equality and Justice committee is active in ensuring that this barrier is addressed not only in their work environment but in daily life as well. Annually, we refresh our understanding of the accessibility standards by ensuring that all employees participate and complete their AODA certification.
- Throughout the recruitment process at Metrix, we strive to provide a welcoming and accommodating experience for all candidates. Should a candidate need a specific accommodation to participate in the process, Metrix will do everything possible to accommodate the individual. These accommodations can include, but are not limited to, conducting interviews in a manner that considers the accessibility needs of an applicant, communicating via a preferred channel of the applicant throughout the process, and ensuring all applicants fully understand the information provided throughout each stage of the process.
- Through our internal and external initiatives at Metrix, we understand the importance of receiving feedback. We communicate this importance and encourage clients, employees, and all stakeholders to provide feedback via a means of communication that is most appropriate considering accessibility.

### Accessibility Strategies & Actions

Metrix is committed to training all staff members in accessible customer service, other Ontario's Below is our continued strategy for the next five years with the associated action items and timelines, to ensure that Metrix remains accountable in our efforts concerning accessibility and to remain compliant with the AODA.

Strategy Action Item	Associated Implementation	Timeline	Person(s) Responsible
Customer Service	Ensuring all staff are trained to communicate and provide the most effective customer service to all clients, including persons with disabilities	Completed and continuously implemented as of September 2021	Human Resources
	Ensuring solutions provided to our clients are mindful of any accessibility requirements needed such as technological requirements	In consultation with the client, its organization and project requirements, this is an ongoing implementation for all active projects using current WCAG guidelines.	All Project Teams of Metrix



	Ensuring we take into consideration the communication methods most appropriate when communicating with clients	Ongoing implementation	All staff members of Metrix
Information & Communication	Accessible Website and Content	Ongoing implementation, ensuring that the website is at standard with current WCAG guidelines	Marketing team
	Metrix will continue to provide all materials to the appropriate parties (including but not limited to clients, staff, persons with disabilities) in the preferred/required format to ensure we're providing a welcoming, inclusive, and equitable environment for everyone.	Ongoing implementation	All staff members of Metrix
	Feedback - Metrix encourages any persons with disabilities and all parties to provide feedback in relation to our accessibility efforts. Our feedback process is outlined in our Accessibility policy. Metrix will monitor and respond to feedback as soon as possible.	Completed April 2023	Human Resources
Employment & Policies	Updated Metrix's Accessibility policy to ensure compliance with the AODA	Completed April 2023	Human Resources
	Metrix will practice fair and equitable hiring practices. Initiatives include but are not limited to multiple parties involved to reduce bias, standardized interview process for all applicants, job postings on multiple job boards with target audience of underrepresented groups.	Completed and continuously implemented as of September 2022	Human Resources and Hiring Teams
	Metrix will continue to support and accommodate any persons with disabilities to the point of undue hardship, considering factors such as cost, outside sources of funding, and health and safety concerns.	Ongoing Implementation	Human Resources



Training	All staff are trained in the areas of Accessibility, the Human Rights Code and all other areas required by the AODA	Completed and continuously implemented as of September 2021	Human Resources
	Completion of accessibility training is tracked and recorded	Completed and continuously implemented as of September 2021	Human Resources
	Completion of Disrupting Bias Training for all staff members of Metrix, to assist in removing biases throughout all processes such as hiring, promotion consideration, treatment of others.	Completed and continuously implemented as of August 2023	Human Resources
Committees & Events	Establishment of an Equality & Justice Committee to ensure Metrix remains compliant in areas related to accessibility	August 2020	Equality & Justice Committee Members
	Metrix takes into consideration the requirements of Ontario's accessibility laws when planning internal and external events. This will ensure possible participation by all parties.	Ongoing Implementation	Human Resources and Operations Teams

### Additional Information

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at: [metrixgroup.com](http://metrixgroup.com)

Standard and accessible formats of this document are free on request from:

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