



## ***Zeifmans LLP Multi Year Plan***

ACTIVITY	REQUIREMENTS	TIMELINE
<b>GENERAL</b>		
<b>ACCESSIBILITY POLICIES</b>	<p>Zeifmans LLP (the "Firm") has created and made public a statement of commitment.</p> <p>The firm has developed an Integrated Accessibility Standards Policy and a Customer Service Standards Policy that address the requirements of the AODA and the Integrated Accessibility Standards.</p> <p>The policies are available to the public and will be provided in an accessible format, upon request.</p> <p>The policies will be reviewed and updated as required.</p>	<p>Established January 2012</p> <p>Most Recent Update: December 2023</p>
<b>MULTI-YEAR ACCESSIBILITY PLAN</b>	<p>A Multi-Year Accessibility plan has been established to outline the firm's strategy.</p> <p>The Accessibility Plan is available on the Firm's website. The plan is available in accessible formats, upon request.</p> <p>The Accessibility Plan will be reviewed and updated as often as necessary but at least every 5 years.</p>	<p>Established January 2014</p> <p>Most Recent Update: December 2023</p>
<b>TRAINING</b>	<p>Zeifmans has established a process to ensure all current and new employees, partners, volunteers, and contractors receive training required under the IAS.</p> <p>A record of completed training is maintained.</p>	<p>Established January 2014</p> <p>Ongoing</p>



INFORMATION AND COMMUNICATION STANDARDS		
<b>FEEDBACK PROCESS</b>	<p>The Firm has a process for requesting and responding to feedback from clients and employees. These feedback procedures will be made accessible by providing accessible formats and communication support, upon request.</p> <p>Notification of the availability of accessible formats and communication support in respect of the feedback procedure is posted on the firm's website.</p>	<p>Established January 2015</p> <p>Ongoing</p>
<b>ACCESSIBLE FORMATS &amp; COMMUNICATION SUPPORTS</b>	<p>The Firm notifies the public about the availability of accessible formats and communication supports on its website.</p> <p>Upon request, the Firm will provide accessible formats and communication support to any person who requests information in this format.</p> <p>The accessible format and communication support will be provided in a timely manner at a cost that is no more than the regular cost charged to other persons. Where a communication support or accessible format cannot be provided immediately, the firm will consult with the person requesting the information to arrange for a suitable format as soon as possible.</p> <p>All employees, partners, volunteers, and contractors are trained on the obligation to provide accessible formats and communication supports and how to do so.</p>	<p>Established January 2016</p> <p>Ongoing</p>
<b>ACCESSIBLE WEBSITE &amp; WEB CONTENT</b>	<p>The Firm is committed to ensuring that its website and web content is accessible to persons with disabilities, according to the Web Content Accessibility Guidelines (WCAG).</p> <p>Website and web content published after 2012 must conform to WCAG 2.0 Level A initially, then gradually to WCAG 2.0 Level AA by January 1, 2021. The Firm will ensure that its website and web content is accessible in accordance with the requirements of the IAS.</p>	<p>Established &amp; Ongoing</p>



<b>EMPLOYMENT</b>		
<b>RECRUITMENT, ASSESSMENT &amp; SELECTION</b>	<p>The Firm includes a notification about the availability of accommodation at all stages of recruitment, upon request. We notify all candidates and applicants that accommodation is available on each job posting, at every communication for assessment/selection, and on all offers of employment.</p> <p>Any accommodation request pertaining to the company's selection or assessment methods that cannot be met with current alternate formats will be forwarded to the Human Resources team, who will work with the individual to develop an acceptable alternative.</p>	<p>Established January 2016</p> <p>Ongoing</p>
<b>WORKPLACE EMERGENCY RESPONSE INFORMATION</b>	<p>The Firm provides individualized workplace emergency response plans for employees with disabilities, to ensure their accommodations are taken into consideration when there is an emergency. This plan will be in a format that is clear and understandable to the employee who requires the individualized plan.</p>	<p>Established January 2012</p> <p>Ongoing</p>
<b>INDIVIDUAL ACCOMODATION PLANS AND RETURN TO WORK PROCESS</b>	<p>The Firm has in place a written process for the development of individual accommodation plans for employees with disabilities. The process takes into account all of the elements set out in the IAS.</p> <p>The Firm has a process to develop return-to-work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>Human Resources, with the support of the appropriate Manager is responsible for the creation of documented individual accommodation and/or return to work plans, as well as the management of the accommodation process generally.</p>	<p>Established January 2016</p> <p>Ongoing</p>



<b>ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES</b>	<p>The Firm will provide an employee with accessible formats and communication supports, upon request, and will work with that employee to determine how their needs may be met. The Firm will arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job or information that is generally available to employees in the workplace.</p> <p>Managers will be trained on the requirement to provide accessible formats and communication supports to employees upon request as well as the need to consult with the employee to determine how the employee's needs may be met.</p>	Established January 2016  Ongoing
<b>COMMUNICATION TO INTERNAL STAFF</b>	<p>Firm policies, including AODA policies and policies for supporting and accommodating employees with disabilities, are published, and updated on Sharepoint.</p> <p>Revisions and updates are communicated to all employees.</p> <p>Accommodation is available for staff, upon request.</p>	Established January 2016  Ongoing
<b>PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND JOB CHANGES</b>	<p>The Firm will consider an individual's accessibility needs when providing performance management, career development as well as redeployment.</p> <p>The Firm will provide training materials in accessible format upon request, or when practicable, and the Firm will consider various training delivery methods appropriate for persons with disabilities.</p>	Established January 2016  Ongoing



## BUILT ENVIRONMENT

### MAINTENANCE OF ACCESSIBLE ELEMENTS

The Firm will meet Accessibility Standards for the Design of Public Spaces Standard when building or making major modifications to public places.

The Firm has procedures in place to prevent service disruptions to its accessible parts of our public spaces. In the event of a service disruption, the public will be notified in advance, if possible, and informed of alternatives available. Notices will be posted in the nearest accessible entrance to the service disruption

Ongoing

Updated December 2023