

Progress Report for 3C Information Solutions Incorporated

General

At 3CIS we are committed to fostering an inclusive and equitable workplace. In alignment with the Accessible Canada Act, 3CIS has implemented initiatives to identify, remove, and prevent barriers that may impact employees, clients and other stakeholders. We are learning more about accessibility by taking a proactive and inclusive approach to the identification, prevention, and elimination of barriers to accessibility. We believe in treating everyone with respect and in ways that allow them to maintain their dignity and independence.

We also apply an intersectional approach to accessibility, recognizing that the challenges faced by people with disabilities may be influenced by other factors. By considering these intersections, we develop more inclusive initiatives.

The Human Resources Manager is available to receive feedback on barriers and the 3CIS Accessibility Plan. The feedback can be received by mail, email, or phone:

Contact Information:

1. **Mailing Address:** 8235 Wagner Road, NW, Edmonton, AB, T6E 4NG
2. **Email Address:** elizabeth.benigni@aliter.ca
3. **Telephone Number:** 780 433 3752

If at any point the Human Resources Manager is unavailable, the Health & Safety Manager will handle feedback on barriers and the accessibility plan. This can be done the same manner via mail, email, or phone:

Contact Information:

1. **Mailing Address:** 8235 Wagner Road, NW, Edmonton, AB, T6E 4NG
2. **Email Address:** chris.therrien@aliter.ca
3. **Telephone Number:** 780 433 3752

Feedback provided can be submitted anonymously. 3CIS will acknowledge the receipt of feedback, other than anonymous feedback.

All personal information that 3CIS receives will remain confidential unless the person consents to its disclosure.

Our progress to date

This progress report provides an overview of 3CIS's efforts to improve accessibility.

Areas Under Section 5 of the Accessible Canada Act

1. Employment:

Our approach to accessibility is integrated within the framework of our corporate policies, including but not limited to the Respectful Workplace, Harassment, Gender, Diversity and Inclusion, Accessibility, and Health and Safety Policy. Our policies and practices focus on creating an inclusive environment for everyone and continue to make accessibility a priority.

We are committed to sustaining an inclusive workforce and promoting a culture of acceptance and inclusion where each person can reach their full potential:

1. We delivered company-wide human rights training, which covered protected grounds, disability, harassment and discrimination, and the duty to accommodate.
2. We refreshed our career page to better reflect our commitment to a diverse workforce, and equitable, inclusive employment practices.
3. We offer reasonable accommodations during interviews and throughout employment to support all employees.
4. We requested feedback from employees to understand their experiences and identify areas for improvement in accessibility-related initiatives.

2. Built Environment:

We understand the importance of creating spaces where every person feels welcome, comfortable, safe and supported. We are committed to continuing our efforts to make our built environment more inclusive and accessible for everyone. We follow universal design and safety principles to incorporate progressive features to improve accessibility for all, including people with disabilities.

We continue working to remove physical barriers in our facilities and public spaces to support greater accessibility by:

1. Expanding the installation of ramps, accessible doorways, and accessible washrooms where an accessibility need exists.
2. Updating clear signage and pathways.
3. Making common areas and workspaces more accessible.

3. Information and Communication Technologies (ICT):

We have taken steps to improve accessibility in our digital environment as part of our ongoing efforts to provide equal access for all users. Our initiatives include:

1. Integrating accessibility features into our website to improve usability.
2. Providing training videos with accessibility options such as closed captions.
3. Establishing a formal procedure for routine website accessibility testing.
4. Using Microsoft Teams transcription to support accessibility in internal meetings.

4. Communication (Other than ICT):

We have made our non-digital communication methods accessible and continue working on inclusive communication designs. This includes:

1. Using plain and inclusive language.
2. Offering alternative formats to accommodate diverse needs.
3. Applying accessible fonts and layouts for clarity.

5. Procurement of Goods, Services, and Facilities:

We are currently performing research on best practices related to accessibility.

6. Design and Delivery of Programs and Services:

1. As a component of our obligations to our clients, we will ensure that accessibility is addressed in the design of the services provided.

We are currently performing research on best practices related to accessibility.

7. Transportation:

This area is not relevant to 3CIS operations at this time.

We recognize that accessibility is an ongoing effort, and some areas are still in development as we continue to improve inclusivity across our operations.