
ERIS Information LP Multi-Year Accessibility Policy and Plan

Introduction

The 2024-2029 accessibility plan outlines the policies and actions that ERIS Information LP (ERIS) will put in place to improve opportunities for people with disabilities. We strive to meet the needs of our employees as well as customers with disabilities and work hard to remove and prevent any barriers to accessibility.

ERIS is committed to fulfilling all requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan shows how we will do our part in making Ontario an accessible province for all.

Statement of Organizational Commitment

ERIS is committed to ensuring equal access and participation for all. We are committed to treating everyone in a way that allows them to maintain their independence and dignity. We are committed to meeting the needs of people with disabilities in a timely manner. We will achieve this by preventing and removing any barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Customer Service

ERIS has formulated and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace
- Allows service animals in the workplace
- Welcomes support persons in the workplace
- Notifies customers when accessible services are not available
- Invites customers to provide feedback (by e-mail, telephone, or in person)
- ERIS has trained its staff on accessible customer service
- ERIS has put the Customer Service Accessibility Plan in writing and made the plan available to ERIS employees as well as the public
 - The Customer Service Accessibility Plan can be accessed [here](#)
 - The Customer Service Accessibility Plan is available in accessible formats upon request

Information and Communications

ERIS is committed to making our information and communications accessible to everyone.

Accessible Formats and Communication Support

Upon request, ERIS will provide accessible formats and communication support related to information about our goods and services. ERIS will consult with a person on their accessibility needs and develop a process for responding to requests. We have incorporated language into our marketing materials stating that accessible formats will be provided upon request.

Emergency Procedures, Plans, or Public Safety Information

ERIS will provide public safety information related to emergency procedures or plans in an accessible format, upon request.

Accessible Websites and Web Content

By January 2025, ERIS is working on overhauling our internet websites and web content to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 level AA. ERIS will invite a third party to verify and validate our conformity before deployment.

Feedback

ERIS has put in place an accessible feedback process to receive and respond to customer feedback. Here is how you can share any feedback with us.

- E-mail us at: hr@erisinfo.com
- Call us during regular business hours at: (416) 510-5204
- Deliver a written feedback in-person to ERIS' reception, or send it via mail to:

ERIS Information LP
38 Lesmill Road, Unit 2
Toronto, ON M3B 2T5

Employment

Recruitment and Selection

ERIS is committed to fair and accessible employment practices. We have taken the following steps to notify the public and our staff that, upon request, ERIS will accommodate persons with disabilities during the employee recruitment and selection processes:

- Make job applicants aware that we will accommodate disabilities during the selection process
- If an applicant requests accommodation, we will consult with them and adjust according to their specific needs
- Notify successful applicants of our policies for accommodating employees with disabilities

Information for Employees

ERIS has taken the following steps to ensure employees are aware of our organization's policies for supporting employees with disabilities and inform employees about policies when:

- New employees are hired
- Changes are made to our policies

Training

ERIS is committed to providing training regarding the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

ERIS has developed and provided training for all employees within the company. The training covers the requirements of the accessibility standards as well as the Human Rights Code.

Appropriate records are kept of the training program completion. In the case that policies and procedures change, additional training will be provided to staff.

Design of Public Spaces

ERIS will meet accessibility laws when building or making major changes to public spaces.

Other

ERIS will amend or remove an existing policy that doesn't respect and promote the dignity and independence of persons with disabilities.

For More Information

For additional information regarding our accessibility plan, or to request this plan in an accessible format, please contact Human Resources at hr@erisinfo.com.

Standard and accessible formats of this document are free upon request.