

2024 – 2029

MULTI-YEAR ACCESSIBILITY PLAN



INTRODUCTION

For over 30 years, Xperigo has been a trusted leader in delivering premium roadside assistance and customer experience management solutions to North American automotive brands and fleet management organizations. As the premier customer experience partner for top-tier automotive brands, we offer a scalable platform of innovative automotive mobility services designed to meet the evolving needs of our partners and their customers.

At Xperigo, we are committed to fostering and ensuring equal access and participation for people with disabilities, including providing accessible customer service and an accessible workplace for all employees. We actively remove barriers to employment, information, and communication ensuring every individual feels valued and has an equal opportunity to thrive. By embracing the diverse needs of others and creating a culture of belonging, we empower our team to deliver the exceptional service and innovative solutions that define us as an industry leader.

This comprehensive multi-year accessibility plan outlines the targeted strategies and actions that Xperigo will implement from 2024 to 2029 to meet provincial accessibility requirements under applicable legislation. Our objective is to uphold and advance the rights of individuals with disabilities, ensuring equitable access and opportunities for all individuals.

Through this plan, we aim to promote social, educational and workplace inclusion by addressing barriers and fostering an environment where everyone can fully participate. By prioritizing accessibility and inclusion, we reaffirm our commitment to creating a society where individuals with disabilities can thrive and achieve their full potential.

Our initiatives fall under six (6) key pillars:

1. Customer Service
2. Information and Communication
3. Employment and Training
4. Transportation
5. Procurement or Acquisition of Goods, Services and Facilities
6. Design of Public Spaces

This plan sets out the measures that Xperigo has implemented to advance its commitment and to meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and *Integrated Accessibility Standards* (Ontario Regulation 191/11) (hereinafter collectively referred to as “AODA”).

STATEMENT OF ORGANIZATIONAL COMMITMENT

Our accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

This policy applies to all employees, agents, and contractors of Xperigo. Xperigo will review and update this accessibility plan at least once every five (5) years.

Xperigo is committed to delivering goods and services to our customers, clients, and team members in a timely manner that is fully accessible and inclusive. Recognizing the diverse needs of those we serve and work with, we ensure that our policies, procedures, and practices uphold the principles of dignity, independence, integration, and equal opportunity.

We are committed to providing accommodations at any stage of our processes or practices, ensuring that everyone can fully participate and thrive. Our goal is to foster an environment that embraces inclusivity, treating every individual with fairness, respect, and equity.

ACCESSIBILITY ACHIEVEMENTS & ACTION PLAN

This section outlines the targeted programs and initiatives that Xperigo has implemented to enhance accessibility for individuals with disabilities, aligning with the requirements under the *AODA*. Our efforts reflect our commitment to fostering an inclusive environment where barriers are actively identified and removed.

Customer Service

Our goal is to proactively prevent, identify and eliminate barriers so that customers have equal access to our services. By fostering inclusivity and removing obstacles, we strive to create an environment where everyone can fully participate, engage, and benefit from the services we provide.

Achievements

- Developed and implemented a comprehensive training program on accessible customer service for all team members, ensuring full understanding and compliance with accessibility legislation and requirements including the *AODA* and *Human Rights Code* related obligations.
- Created and implemented a feedback channel on our external website, enabling users to share their input, experience and feedback.
- Implementation of TTY (teletypewriter) services to support individuals who are hearing and/or speech impaired to communicate with our Solutions Specialists to request service.

Action Plan

- Continue to provide training for new team members on accessibility standards and delivering accessible customer service to ensure inclusivity and compliance.
- Improve accessibility based on feedback, suggestions, and best practices to support individuals with disabilities
- Provide updated training to all team members when there are changes to the accessibility policies, when business needs require such training and/or when legislative requirements change.
- Develop and implement annual training for all team members on accessibility requirements, legislation, and best practices to foster inclusiveness.
- Develop and provide resources and tools to empower team members to effectively assist customers with disabilities or those requiring additional support.

Timeframe: Ongoing

Information and Communication

Xperigo is committed to ensuring that all information and communications we create, deliver, and receive are fully accessible to individuals of all abilities. We strive to provide clear, inclusive, and equitable communication that meets the needs of people with disabilities.

Achievements

- Implemented adjustments to our external website to ensure compliance with WCGA standards, enhancing the usability for individuals with disabilities
- Developed and implemented processes to ensure external information is available in accessible formats upon request and in compliance with accessibility standards.
Implemented a multi-channel approach to identify and address potential barriers that may prevent individuals from giving feedback through accessible options such as online forms, email and phone submissions to accommodate diverse needs.

Action Plan

- Incorporate language into all external communications and sales materials to advise information is available in alternate formats upon request.
 - Educate required team members on how to identify and fulfill requests for alternate formats and supports.
- Enhance external communications by ensuring all materials are created and distributed in a fully accessible format, aligning with accessibility standards and best practices.
 - Provide training to all team members who produce and/or distribute external content.
- Conduct periodic reviews and update the organization's website to ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards.
 - Schedule annual website reviews to ensure content is WCAG 2.0 AA compliant.
- Review and enhance (if applicable) feedback channels to ensure accessibility for all individuals.
 - Include feedback options (e.g. online forms, phone, email) for submitting feedback.
 - Annually test feedback process to confirm accessibility.
- Ensure all new systems sourced from external vendors or providers comply with WCGA 2.0 Level AA success criteria as part of the procurement and implementation process.
- Continuously apply relevant accessibility standards to enhance user experience and ensure inclusivity across all platforms and communication channels.
- Xperigo will make publicly available information accessible to the public, upon request, and consult with the person making the request for accessible formats or communication supports and will provide the information at a cost that is no more than the regular cost charged to others.

Timeframe: Ongoing

Employment and Training

Xperigo is dedicated to maintaining employment practices, including recruitment and selection, that are accessible and inclusive, enabling persons with disabilities to fully participate in accordance with and to the extent of its statutory obligations. Our commitment ensures that current and future team members can thrive in an inclusive, equitable environment where everyone can succeed without facing obstacles to their growth or well-being.

Achievements

- Conducted a comprehensive review and adjustment of the talent acquisition process to identify and remove accessibility barriers, ensuring an inclusive experience for all candidates.
- Established an accommodation process to provide tailored support upon request, fostering equitable employment opportunities for individuals with disabilities.
- Ensured all information provided during recruitment, onboarding, and employment is equally accessible to individuals with disabilities, offer the same level of access and support as provided to those without disability needs.
- Implemented a Team Member Individual Accommodation Plan, Request for Accommodation process, Individualized Workplace Emergency Response Plans, and Return to Work Plan ensuring equitable support and inclusion for all individuals with diverse needs.
- Incorporated language in all job postings affirming Xperigo's commitment to accessibility and inclusivity, ensuring that all candidates are aware of the organization's dedication to providing equitable opportunities.

Action Plan

- Develop and implement a revised training program to educate team leaders on supporting individuals with disabilities, fostering inclusivity, accessibility, equity in the workplace.
- Conduct ongoing reviews of policies and procedures to ensure continuous compliance with statutory obligations and alignment with accessibility requirements.
 - The Talent & Culture department will remain current on relevant requirements, and ensure all content is communicated to team members.

Timeframe: Ongoing

Procurement or Acquisition of Goods, Services and Facilities

We are committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, and facilities, including self-service kiosks, except where it is not practicable to do so. If Xperigo determines that it is not practical to incorporate a particular accessibility criterion or feature when procuring or acquiring goods, the Employer will provide an explanation for this determination upon request.

Transportation

We are committed to arranging accessible transportation upon request, if and when transportation services are to be provided by Xperigo.

Timeframe: Ongoing

Design of Public Spaces

We are committed to incorporating accessibility standards in the construction, modification, and renovation of new and existing public spaces to provide barrier free access to all spaces for employees, customers and members of the community. We strive to create an inclusive environment where everyone can navigate, engage, and participate comfortably and independently, reflecting our dedication to accessibility and inclusivity in all aspects of our operations.

Achievements

- Designed and renovated the Moncton office to align with *AODA* requirements, ensuring the workspace is fully accessible and inclusive for all team members and visitors.
- Installed height-adjustable desks at all workstations in both office locations, promoting an inclusive and ergonomic work environment for all team members of all abilities.

Action Plan

- Identify and assess opportunities to enhance accessibility in our offices, focusing on improvement to physical public spaces, tools, and processes to ensure an inclusive environment for all team members.

Timeframe: Ongoing

FEEDBACK AND CONTACT INFORMATION

This multi-year plan is developed to meet legislative requirements and ensuring individuals with disabilities can fully integrate into social, educational and workplace environments.

The Multi-Year Accessibility Plan is posted on Xperigo's website and will be reviewed annually. This plan, or information contained in this plan, can be provided in an accessible format or with communication supports upon request. All employees of Xperigo will be provided with a copy of this Policy.

Xperigo welcomes feedback on accessibility, including suggestions for new initiatives and service improvements. Feedback can be submitted at www.xperigo.com/contact or by contacting the Talent & Culture department.

Talent & Culture Department

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