



Multi Year Accessibility Plan 2022 – 2027

Crawford and Company (Canada) Inc. (Crawford) Multi-Year Accessibility Plan (MYAP) is a requirement under the *Accessibility for Ontarians with Disability Act, 2005 (AODA)*. It is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes.

Crawford is committed to our purpose of Restoring and enhancing lives, businesses, and communities. Our purpose is embedded in our values – to RESTORE is part of everything we do. Our company is working to minimize our environment impact, behave with honesty and integrity and drive conscious inclusion and diversity throughout our organization. Crawford strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility

Crawford is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disability Act, 2005*. This accessibility plan outlines 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 to any changes to the policies.

We maintain records of the training provided including the dates on which the training was provide and the number of individuals to whom it was provided.

Accomplishments:

- Developed global citizenship report focused on documenting different ways our company is working to minimize environmental impact, behave with honesty and integrity and drive conscious inclusion and diversity throughout our organization.
- Completed accessibility compliance review of existing policies and made changes where appropriate
- Established Employee Resource Groups to support employees and initiatives related to people with disabilities.

- Established Smarter Working policies which provide for more flexibility on where and when work is completed
- Launched Stigma Zero training program focused on breaking down stigma of mental illness, required training for all employees.
- Held focus groups on Psychological Health & Safety and took action based on the lowest 13 factors as determined by employee survey
- Expanded mental health coverage through EAP, Telehealth provider and changes to core benefits program.
- Implemented video interviewing platform to reduce hiring bias including bias towards people with disabilities.

2022-2027 Accessibility plan initiatives

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporates new initiatives to identify and remove barriers to accessibility. The initiatives fall under the following key areas, stemming from our legislative obligations:

Committing to inclusive employment
 Ensuring inclusive and equitable customer service
 Developing digitally inclusive communications
 Commitment to barrier-free facilities

Committing to inclusive employment

The Employment Standards under the Integrated Accessibility Standards Regulations (IASR) set out accessibility requirements that Crawford must follow.

To fulfill this commitment Crawford will:

- Review internal and external recruitment processes related to communications with candidates to ensure consistency including updating our accommodation statement
- Streamline our accommodation plans.
- Continue to build on Crawford's mental health initiatives, training and resources that support our RESTORE values
- Review exit interviews and surveys to analyze the data for trends that may be creating barriers for persons with disabilities.
- Diversity hiring plans to support inclusive hiring practices.

Ensuring inclusive and equitable customer service

The Customer Service Standards under the IASR and *Accessibility for Ontarians with Disability Act, 2005* set out accessibility requirements Crawford must follow.

To fulfill this commitment Crawford will:

- Renew and enhance mandatory training on AODA accessibility standards and guidelines for interacting with people with disabilities to align with guidelines provided by the Ontario Human Rights Commission
- Continue to ensure all employees receive AODA trainings as soon as practicable
- Enhance processes for monitoring, tracking and addressing feedback
- Review training, policies and procedures related to persons with disabilities annually, and update as needed
- Provide those involved in hiring processes with training on unconscious bias-free hiring, and compliance with AODA and human rights legislation

Developing digitally inclusive communications

The Information and Communications Standards under the IASR set out accessibility requirements that Crawford must follow.

To fulfill this commitment Crawford will:

- Continue to notify the public about the availability of accessible formats and communication supports
- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports
- Develop and implement a web accessibility plan to meet accessibility requirements
- Develop and implement resources available to all Crawford employees on creating digitally accessible documents and content

Commitment to barrier-free facilities

The Design of Public Spaces Standards under IASR set out accessibility requirements that Crawford must follow.

To fulfill this commitment Crawford will:

- Continue to identify inaccessible features in the existing built environment
- Continue to apply design standards and consult with employees including persons with disabilities when developing new building infrastructure projects

Accountability

The initiatives identified within this MYAP includes setting measures to help identify when committees have been reached. Progress will be monitored and reported through communications focused on the advancement of Crawford's strategic priorities.

Information and feedback

For more information on this Accessibility Plan or to provide feedback, please contact us at info@crawco.ca .

Website: www.crawco.ca