

## Multi-Year Accessibility Plan

### **Message from Heath Moore, CEO**

Doane Grant Thornton LLP (“**Doane Grant Thornton**”) is committed to fostering an inclusive and accessible environment for our employees, clients, and the communities we serve. Accessibility is a core part of how we operate, and we recognize our responsibility to identify, remove, and prevent barriers for people with disabilities. This Multi-Year Accessibility Plan (“**MYAP**”) outlines the actions we have taken, and the steps we will continue to take, to meet our obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”). Through ongoing review, training, and continuous improvement, we aim to embed accessibility into our policies, practices, and decision-making to contribute to a more accessible Ontario for all.

### **Introduction**

Doane Grant Thornton strives to meet the needs of its colleagues and clients with disabilities and works diligently to remove and prevent barriers to accessibility by fulfilling its requirements under the AODA. The MYAP outlines the steps that we take to meet those requirements and to improve opportunities for people with disabilities. Doane Grant Thornton reviews and updates the MYAP at least once every five years in compliance with the AODA.

### **Section 1. Past Initiatives to Remove and Prevent Barriers**

#### Customer Service

We remain in compliance with the Customer Service Standards under the AODA. Our firm has previously advanced the following key initiatives:

1. Doane Grant Thornton has accepted accessibility-related feedback from clients (via conversation or written correspondence), carefully considered the feedback, and subsequently provided fulsome responses, which may have included explanations and/or plans to remove the identified barrier.
2. We additionally provided notice to the public of planned or unexpected disruption to services, trained colleagues to ensure necessary standards were followed and offered alternatives to clients who required alternate means of accessing services.
3. New staff are required to take an internal course designed to educate and train them on accessibility standards within three to six months of beginning their employment at Doane Grant Thornton.

#### Information and Communication

Accessibility is embedded into how Doane Grant Thornton designs, publishes, and maintains digital content, and how it communicates with clients. We take a proactive approach by combining accessible design practices, multiple communication channels, colleague training, and third-party expertise to meet the requirements under the AODA. Our firm has previously advanced the following key initiatives:

1. Doane Grant Thornton maintains AODA-compliant websites that align with accessibility standards and works with an external service provider that specializes in supporting organizations in creating accessible and legally compliant digital experiences (the “**Service Provider**”). The Service Provider regularly monitors our website, identifies areas to improve from an AODA and accessibility perspective, provides reporting, and supports remediation efforts to continuously improve digital accessibility.
2. We provide clients with multiple communication channels, including phone, email, virtual meetings, in-person interactions, and social media messaging. Additionally, we offer alternative communication methods upon request to help ensure information is accessible to all individuals.
3. Doane Grant Thornton colleagues communicate with individuals in ways that take into account their specific accessibility needs, including supporting assistive devices, service animals, or support persons as required. We train our colleagues regarding accessible information and communication practices, including how to interact with and support individuals with various disabilities, while also helping colleagues understand how to respond if someone encounters difficulty accessing information or communications and how to provide or escalate accommodation appropriately.

### Employment

Doane Grant Thornton prioritizes the requirements in the AODA from an employment perspective. Our firm has previously advanced the following key initiatives:

1. Doane Grant Thornton provides all colleagues with requisite training appropriate for their roles including online and in person training, where applicable.
2. We ensure that our spaces are accessible to colleagues when they attend our offices.
3. Doane Grant Thornton has developed a group of individuals that address accessible employment practices, review requests and respond to complaints.

### Procurement

Doane Grant Thornton frequently incorporates procurement-related requirements from the AODA. Our firm has previously advanced the following key initiatives:

1. Prioritizing contracting with hotels and firm retreat locations that meet recognized accessibility standards, including barrier free access, elevators, and accessible washrooms, wherever feasible.
2. Periodically reviewing procurement policy standards to align with evolving accessibility guidelines, best practices, and colleague feedback.

### Training

Accessibility is a vital component to Doane Grant Thornton's training program. Our firm has previously advanced the following key initiatives:

1. Complying with the *Ontario Human Rights Code* (the "Code") and AODA training requirements for all employees and contingent workers.
2. Engaging with learning technology vendors whose accessibility strategies align with WCAG standards, being the benchmark for international accessibility regulations.
3. Developing all Doane Grant Thornton training with accessibility and inclusion in mind to ensure all colleagues can effectively engage with learning content.
4. Training every colleague as soon as practicable once hired, and providing supplemental training if there are changes to Doane Grant Thornton policies. We maintain accurate records of all training provided to colleagues.

### Design of Public Spaces

Doane Grant Thornton has advanced the below initiatives in past years to strengthen accessibility in our public spaces:

1. Prioritize leasing office spaces in buildings that meet recognized accessibility standards, including barrier-free access, elevators, and accessible washrooms, wherever feasible.
2. Applying universal and inclusive design principles in the planning and fit-out of office interiors to support mobility, sensory, and cognitive accessibility for employees and visitors.
3. Ensuring "barrier free" clear circulation paths, accessible meeting rooms, and common areas to accommodate diverse physical abilities.
4. Incorporating accessibility considerations into interior design decisions, such as appropriate lighting, signage, acoustics, door widths, and ergonomics.
5. Engaging with landlords and property managers to encourage accessibility upgrades and improvements within leased spaces when opportunities arise.
6. Designing office spaces to promote comfort, safety, and well-being through thoughtful layouts, adaptable spaces, and inclusive amenities.

7. Periodically reviewing office layouts and design standards to align with evolving accessibility guidelines, best practices, and employee feedback.

## **Section 2. Strategies and Future Actions**

### Customer Service

Doane Grant Thornton remains committed to providing accessible customer service to clients with disabilities. This means that we will service clients with disabilities with the same high quality and timeliness as other clients. Doane Grant Thornton will additionally continue to provide current and new staff with training as new requirements are instituted to further improve its response to client accessibility matters, among other areas of focus.

### Information and Communication

Doane Grant Thornton is committed to making our information and communications accessible to people with disabilities. To maintain the requirements of AODA and to remove and prevent information and communication barriers, our Firm has implemented an ongoing digital accessibility program with the Service Provider, as noted above.

Our firm will advance the following key initiatives going forward:

1. Doane Grant Thornton will have the Service Provider conduct monthly monitoring and testing of our website to identify accessibility issues and potential AODA non-compliance. Additionally, we will receive regular reporting to help identify trends, risks, and areas for improvement on an ongoing basis.
2. We will meet with the Service Provider monthly to review accessibility findings, discuss remediation progress, and prioritize next steps. These meetings support continuous improvement and ensure accessibility considerations are addressed as part of regular digital updates.
3. Doane Grant Thornton will identify, review and address accessibility issues with guidance from the Service Provider.
4. We will use our learning from ongoing reviews to prevent the introduction of new accessibility barriers and to strengthen internal practices related to accessible information and communications.

### Employment

Doane Grant Thornton will continue to be committed to fair and accessible employment practices. We will review our policies annually to ensure that they align with all necessary AODA standards. Doane Grant Thornton will also continue to implement annual training for new and current colleagues to ensure that each individual is refreshed on accessibility requirements and trained on any new requirements. Finally, Doane Grant Thornton will continue to use a group within the firm to address accessible employment practices, review requests and respond to complaints.

### Procurement

Doane Grant Thornton will continue to be committed to fair and accessible procurement practices. We will prioritize repeating our past initiatives every year in an effort to meet the requirements of the AODA and address barriers applicable to people with disabilities. In addition to such initiatives, our firm will revise our procurement questionnaires to promote AODA compliance and ensure that our Firm's procurement contracts contain sufficient language to promote accessibility at our Firm sponsored events.

### Training

Doane Grant Thornton will continue to provide training in the requirements of Ontario's accessibility laws and the Code as it applies to people with disabilities.

Our firm will advance the following key initiatives going forward:

1. We will continue to monitor evolving industry best practices in accessible learning and inclusive design and will regularly assess training standards to identify opportunities to enhance how learning is delivered across the Firm, with the goal of progressively strengthening accessibility compliance.
2. We will also continue to launch and monitor accessibility training for new hires to ensure applicable audiences receive required training in a timely manner.

### Design of Public Spaces

Doane Grant Thornton will continue to meet accessibility laws when making major changes to public spaces. Our firm will prioritize repeating past initiatives every year in an effort to meet the requirements of the AODA and address barriers applicable to people with disabilities.

### **For More Information**

For more information on this accessibility plan or to receive an accessible format of this document, please contact:

Doane Grant Thornton LLP  
Suite 2000, 200 King St W  
Toronto, ON  
M5H 3T4  
Attention: General Counsel  
Telephone: +1 416 366 4240  
Email: [generalinquiries@doane.gt.ca](mailto:generalinquiries@doane.gt.ca)