



Accessibility Progress Report – Symcor

VERSION 1.0

June 1, 2025





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1. General

a) Introduction

Symcor takes pride in releasing its latest Progress Report, aligned with the Accessible Canada Act (ACA) to build a barrier-free Canada for individuals with disabilities by January 1, 2040. Following the publication of our first Accessibility Plan in May 2023, we have made meaningful progress in advancing accessibility over the past year. Through the dedicated efforts of the Working Group, the Accessibility Steering Committee, and various project teams, Symcor has established a strong base to continue engaging employees and leaders across the organization. This engagement drives the implementation of impactful changes and actions outlined in our initial plan. As detailed further in this Progress Report, we are proud of the achievements made thus far and remain committed to ongoing work aimed at creating more accessible sites, enhancing experiences for employees and clients, and improving the accessibility of our technology platforms.

b) Symcor's Commitment to Accessibility

Symcor recognizes the value of a diverse workforce, particularly one that reflects the communities in which we operate. We are committed to building an inclusive environment, ensuring equality for everyone, and allowing employees to feel confident in bringing their authentic selves to work. The elimination and proactive prevention of barriers faced by persons with disabilities is a key component to realizing our commitment.

c) Feedback Process, Requesting Alternative Formats, and Contact Information

Communication and feedback were foundational values on which Symcor's Accessibility Plan was developed, and we have continued to emphasize these values during our accessibility work this year. Ongoing input is key to upholding our commitment to accessibility and creating a barrier-free environment at Symcor.

The Vice President, People Operations is the person designated to receive accessibility feedback at Symcor. To share thoughts or suggestions on the way Symcor is implementing its Accessibility Plan, this Progress Report, or the barriers encountered by Symcor's employees, clients, and other persons that engage with Symcor, please use any of the following channels to connect with the Vice President, People Operations:

Contact Method	Contact Details
Email	access@symcor.com
Mail	1 Robert Speck Parkway, Suite 400, Mississauga, ON L4Z 4E7
Telephone	905-273-1175



Feedback can be provided anonymously or with an individual's contact information. Symcor will send an acknowledgement of receipt to feedback received unless the feedback is provided anonymously. Anonymous feedback will be treated equally to feedback submitted by an identified person.

Feedback provided to Symcor will be taken into consideration during the preparation of our annual progress reports on the implementation of Symcor's Accessibility Plan and updated versions of the Plan.

To request a copy of Symcor's Progress Report, Accessibility Plan or a description of our Feedback Process in print, large print, Braille, audio format, or in an electronic format that is compatible with adaptive technology intended to assist persons with disabilities, contact us using any of the methods outlined above.

2. Consultation

Symcor's approach to ensuring that persons with disabilities were consulted and their perspectives were incorporated into the preparation of this Progress Report involved consulting with the Accessibility Working Group.

This group is comprised of employees who identify as persons with disabilities, as well as those who have insight or experience working with persons with disabilities and allies. The Working Group serves as a forum for consultation and collaboration on accessibility initiatives within Symcor. Through meetings and discussions, members of the Working Group shared their expertise, experiences, and recommendations on accessibility initiatives across Symcor. Feedback gathered from the Working Group allowed Symcor to learn about what worked and what could be improved upon in the accessibility initiatives it undertook this past year, while also identifying areas of focus for the year ahead, such as the importance of formalized training for all employees to ensure understanding of best practices for supporting colleagues with disabilities.

3. Feedback

Symcor did not receive formal feedback from external sources or employees within the organization through its formal Feedback Process. Despite the absence of feedback through this channel, the perspectives of the Accessibility Working Group continued to provide Symcor with valuable input on our successes and areas of improvement in our accessibility initiatives, while identifying key priorities to focus on in the year ahead.

Symcor is committed to fostering a culture of open communication and continuous improvement. We will continue to explore innovative ways to encourage feedback.



4. Progress by Area

a) Employment

Symcor remains committed to fostering an inclusive and accessible workplace that supports employees of all abilities. Over the past year, we have taken considerable steps to enhance workplace accessibility, support employee well-being, and promote inclusive hiring practices. Through strategic partnerships, targeted initiatives, and enhanced accommodations, we continue to build an environment where all employees can thrive.

Progress & Achievements

Organizational Awareness - Promoting Accessibility and Inclusion:

In recognition of National Accessibility Week (May 26 – June 1, 2024), we distributed an enterprise-wide communication to amplify awareness of the importance of accessibility and inclusion in the workplace. Employees were encouraged to take part in the celebration by utilizing a variety of resources and webinars provided through our partnerships with Canadian Centre for Diversity and Inclusion (CCDI) and the Rick Hansen Foundation. These resources highlighted best practices for fostering an inclusive workplace and provided employees with practical tools to support accessibility in their daily interactions.

To further strengthen our commitment, we launched an Accessibility Resource Hub. This employee-facing portal centralizes accessibility resources on a new platform for easier and more direct access to key materials such as best practice guidelines, policy documents, and workplace accessibility resources. This new platform ensures employees can easily find and reference essential accessibility information, helping to drive continued awareness and education across the organization.

Enhancing Employee Well-Being & Mental Health Support:

In 2024, we rolled out new mental health benefits and expanded coverage to support employee well-being. These enhancements included:

- Virtual care services, providing employees with easier access to health professionals.
- A well-being platform offering self-guided resources, assessments, and mental health tools.
- Expanded paramedical practitioner coverage, including increased support for mental health professionals such as psychologists, social workers, and therapists.

During World Mental Health Month (October 2024), an internal campaign was launched to elevate attention towards non-visible disabilities and promote mental resilience and well-being. This initiative focused on raising awareness of available resources, reducing stigma around mental health discussions, and encouraging employees to take proactive steps to support their mental wellness.



Targeted Outreach and Community Partnerships:

As part of our commitment to creating a neurodiverse-friendly workplace, we partnered with Autism Nova Scotia and Ready, Willing and Able to enhance hiring efforts for neurodivergent candidates. This partnership has helped us refine our recruitment processes, ensuring a more inclusive experience for neurodivergent applicants and fostering a culture of belonging within our organization.

Future Plans & Continued Commitment

- Expand accessibility training to ensure all employees and managers understand best practices for supporting colleagues with disabilities.
- Continue targeted outreach to engage and partner with organizations to further enhance Symcor's inclusive hiring initiatives.
- Conduct a comprehensive review of our Accommodation Policy and procedures to ensure that the needs of candidates and employees with disabilities are identified and met promptly throughout the hiring and employee lifecycle.
- Continue working with employees through surveys, focus groups, discussions with employee resource groups, and the Accessibility Advisory Committee to obtain feedback and ensure the workplace is inclusive of persons with disabilities.

Symcor remains committed to being an equitable employer and to providing a barrier-free workplace by building an inclusive and accessible work environment that supports the success and well-being of all its employees.

b) The Built Environment

Enhancing Accessibility: Ongoing Efforts to Improve Our Built Environment

We are committed to creating an accessible and inclusive environment for everyone. As part of this ongoing commitment, our Real Estate & Facilities team, in collaboration with teams across the organization, continues to address priority items outlined in our Accessibility Plan. These efforts aim to enhance the physical spaces we manage and ensure that all individuals, regardless of their abilities, can navigate and use our facilities with ease.

Future Plans: 2024 Accessibility Site Assessments & Gap Analysis

In addition to ongoing enhancements, we are reviewing the detailed recommendations provided by our consultants in the 2024 Accessibility Site Assessments and Gap Analysis report. This comprehensive assessment has helped us identify additional barriers in the built environment, including:

- **Wayfinding Challenges:** The need for clearer signage to aid navigation.



- **Adaptive Equipment:** The importance of providing equipment that meets diverse needs.
- **Door Accessibility:** Issues related to door weight and size that could be problematic for some individuals.
- **Parking Spaces:** Ensuring that parking spaces are accessible and conveniently located.

We are working closely with our facilities partners, vendors, and landlords to develop a multi-year action plan that will address these identified barriers and further enhance accessibility across our facilities.

We are proud of the progress we've made in this area and remain dedicated to making meaningful improvements. Accessibility is not a one-time effort but an ongoing process that requires continual evaluation and action.

c) **Information and Communication Technologies (ICT)**

Symcor is committed to enhancing the accessibility of its digital platforms to ensure an inclusive experience for all users. Symcor has engaged a specialized vendor to conduct a detailed manual assessment focused on identifying accessibility barriers from a technology and systems standpoint.

This vendor will conduct an accessibility gap analysis on Symcor's internet and intranet platforms, with any identified issues prioritized and addressed internally to maintain control, security, and alignment with accessibility best practices. The selected vendor will also support ongoing monitoring and improvement of digital accessibility across all platforms.

Future Plans & Continued Commitment

To ensure a user-friendly and accessible digital environment, we recognize it is essential to integrate accessibility improvements into Symcor's design and development practices across all digital tools and platforms. This will involve the following activities:

- Perform regular audits, incorporate feedback, and train teams to maintain accessibility standards.
- Considerations will be made to ensure that the accessibility features of the technology being used are compatible across all devices, including desktop, tablet, and mobile.
- Continue to align with industry best practices to support a user-friendly and accessible digital environment.
- Establish a long-term plan for monitoring and maintaining accessibility, including both automated tools and manual validation processes.



d) Communications (Other than ICT)

To further strengthen our commitment to accessibility and inclusion, Symcor launched an Accessibility Resource Hub in 2024. This employee-facing portal centralizes accessibility resources on a new platform for easier and more direct access to key materials such as best practice guidelines, policy documents, and workplace accessibility resources. The Accessibility Resource Hub ensures employees can easily find and reference essential accessibility information, helping to drive continued awareness and education across the organization.

For detail on the accessibility solutions for Symcor's intranet, see information provided under section c) Information and Communication Technologies (ICT), above.

e) The Procurement of Goods, Services, and Facilities

Symcor employs a variety of sourcing strategies to ensure we procure solutions and services that align with our organizational needs while meeting legislative requirements.

Our Procurement team works towards ensuring the process includes considerations of accessibility, such as documentation being available in accessible formats for those involved in the sourcing and bidding process. In addition to the process, during the requirements gathering phase, our Procurement team is working to ensure considerations of the end-user accessibility are incorporated in the solution or service requirements, where feasible.

f) Design and Delivery of Programs and Services

Symcor's progress, areas for development and commitments with respect to the design and delivery of programs and services are reflected in the discussion of other key areas in this section: Employment, Information and Communication Technologies, Communications other than ICT, and the Procurement of Goods, Services and Facilities.

g) Transportation

Symcor does not provide public transportation and, given Symcor's business operations, has not identified any barriers under this focus area of the ACA.



5. In Summary

Our dedicated team is actively engaged to oversee accessibility initiatives and ensure that we are meeting our accessibility goals. With their guidance and support, Symcor has made strides over the last year to align with the goals set out in our Accessibility Plan and we are pleased with the significant progress made in several areas. Through the work in the built environment, there has been considerable focus on accessibility preparedness and improvements at our sites. We continued to listen to direct feedback from our employees, build on our in-house accessibility skills and considerations across teams (e.g., Information Technology, Procurement), and engaged third-party experts when needed to complement our efforts. We are pleased with the progress we have made and remain dedicated to advancing accessibility in all aspects of our operations.