

CELERO ACCESSIBILITY PLAN

JUNE 2023

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GENERAL

Celero Solutions is committed to the goal of providing respectful, barrier-free customer service to all. We are grateful to receive all feedback on our accessibility initiatives.

To provide feedback or request further information about Celero Solutions accessibility policies and practices, or to ask a question or lodge a complaint, you may contact Jordan Smid, Director of Marketing.

CONTACT METHODS

- Phone: +1 (403) 258-5958
- Email: jordan.smid@celero.ca
- Online Form: <https://celero.ca/accessibility/>
- Mailing address: 500 – 227 11 Avenue SW, Calgary, Alberta, T2R 1R9

ACCESSIBILITY PRIORITIES

EMPLOYMENT

We provide reasonable accommodation for a person with special needs based upon any characteristic as outlined in the definition of discrimination in the Provincial Human Rights Codes, to the point of undue hardship to Celero.

We ensure our policies, practices and measures reflect principles of dignity, independence, integration, and equal opportunity for people with disabilities.

We aim to remove barriers in our workplace. If a barrier cannot be removed, we seek to provide reasonable accommodations to affected employees.

INFORMATION AND COMMUNICATION TECHNOLOGIES

We aim to ensure our website meets or exceeds the latest accessibility standards, including Website Content Accessibility Guidelines (WCAG).

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

We meet communication needs by offering to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.

We accommodate the use of assistive devices, such as communication or hearing devices.

We let the public know when and why an accessibility feature is temporarily unavailable by putting up on-site signs or posting information online. We include information on how long the feature will be unavailable, and whether there are other ways to access our goods and services.

We make our public events accessible, including meetings, hearings and consultations.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

We are examining ways to make the process of buying goods and services, and leasing facilities from suppliers more accessible and continually welcome feedback in this area.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We are examining ways to make the design and delivery of programs and services more accessible and continually welcome feedback in this area.

CONSULTATIONS

Celero's consultation approach included the involvement of employees and internal stakeholders and working with individuals knowledgeable in addressing accessibility concerns. We also have a feedback process through which we can review and address accessibility concerns.