

CELERO ACCESSIBILITY PROGRESS REPORT

JUNE 2024

Version 1.0

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GENERAL

Celero Solutions Inc. (“**Celero**”) has published an accessibility plan (the “**Plan**”) that outlines the policies, practices, and actions that it has or will implement in its operations to improve accessibility within Celero. This Progress Report (the “**Report**”) describes the progress that Celero has made in implementing the Plan.

Celero 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.

All feedback regarding the Plan or any barriers that may be identified should be directed to Celero’s Director of Marketing by calling +1 (403) 258-5958, emailing jordan.smid@celero.ca or by sending a letter to the address provided below. An individual submitting feedback may do so anonymously. All feedback should be directed to

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

This Report and a description of Celero’s feedback process is available upon request, using the contact information above. Both the Report and the feedback process description are available in other accessible formats. Requests will be answered as soon as is feasible, but no later than the deadlines set forth in the *Accessible Canada Act* and its applicable regulations (the “**Act**”).

EMPLOYMENT

GOAL

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.

PROGRESS

At Celero, we are steadfast in our commitment to fostering an inclusive workplace that upholds the principles of dignity, independence, integration, and equal opportunity for people with disabilities. Our goal is to provide reasonable accommodation for individuals with special needs and to remove barriers within our employment practices to the extent possible without causing undue hardship to the organization.

Since June 2023, we have made significant strides in this direction. We enhanced our annual employee survey with diversity-focused questions, which now include sentiment queries about virtual work arrangements and self-identification demographics questions, enabling us to better understand and cater to the needs of our employees with disabilities and ensuring that those who face employment disadvantages due to their impairments are recognized and supported.

Our Employee Resource Group has been instrumental in raising awareness about diversity, equity, and inclusion, marking important observances such as the International Week of the Deaf and World Autism Awareness Day. We also prioritized employee wellness by hosting an ergonomics webinar, which focused on creating comfortable and productive workspaces. Furthermore, the launch of our new e-learning tool, featuring closed captioning, exemplifies our dedication to continuous learning and skill development accessible to all employees.

Looking ahead, we plan to undertake a comprehensive review of our HR policies to enhance accessibility, guided by feedback from the Canadian Centre for Diversity & Inclusion. We are exploring the adoption of video interviewing in our recruitment process to offer more flexibility and ensure equitable access for candidates with disabilities. Additionally, we will assess the accessibility features of our e-learning tool to identify areas for improvement.

In 2024, we will continue to promote office ergonomics as part of our wellness framework, providing resources on ergonomic equipment and reminding employees of the available reimbursement through our Employee Wellness Spending Account. These initiatives are a testament to our ongoing efforts to create a barrier-free workplace and underscore our unwavering pursuit of the overarching goal of inclusivity and equal opportunity for all employees.

THE BUILT ENVIRONMENT

As an organization, Celero is committed to fostering an inclusive environment; however, the specific barrier of the Built Environment is not relevant to our operations or organizational goals. Our continuous efforts are directed towards areas that align closely with our mission and the needs of our stakeholders.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES (“ICT”)

GOAL

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

PROGRESS

Celero is actively addressing the barrier of Information and Communications Technologies (ICT) by evaluating and implementing changes to its web-based products and services to adhere to the Website Content Accessibility Guidelines (WCAG). Our ongoing efforts include updating existing content and designing new features with accessibility in mind, using clear, simple, and concise language to facilitate ease of use for all individuals, including those with disabilities. Celero will incorporate feedback through generally accepted standards for meeting accessibility needs.

COMMUNICATION, OTHER THAN ICT

GOAL

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.

PROGRESS

Celero is committed to overcoming the barrier of Communication, Other than ICT, by ensuring that all communication needs are met through various methods and accommodating the use of assistive devices. Our goal is to provide an inclusive environment where every individual has equal access to our services and events. Due to the nature of Celero's operations, our primary focus since June 2023 has been on addressing this barrier for our employees.

In pursuit of this goal, we have enhanced our annual employee survey with diversity-focused questions, capturing sentiments on virtual work arrangements and demographics, including self-identification for persons with disabilities. Our Employee Resource Group has raised awareness on diversity, equity, and inclusion, marking significant days such as the International Week of the Deaf and World Autism Awareness Day.

To support employee well-being, an ergonomics webinar was conducted in fall 2023, and a new e-learning tool with closed captioning was launched in early 2024, promoting continuous learning and skill development accessible to all employees.

Looking ahead, we plan to review our HR policies with insights from the Canadian Centre for Diversity & Inclusion, implement video interviewing with accessibility features, and enhance the accessibility of our e-learning tool. We will also promote office ergonomics as part of our wellness framework in 2024, providing resources and information on ergonomic office equipment reimbursable through our Employee Wellness Spending Account.

These actions, both completed and planned, reflect our dedication to creating an accessible and inclusive workplace, directly contributing to our overarching goal of meeting diverse communication needs and fostering an environment of equality and understanding.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

GOAL

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.

PROGRESS

Addressing the Procurement of Goods, Services, and Facilities, Celero is committed to enhancing accessibility in these processes. Our goal is to examine and improve the ways we purchase goods and services, as well as lease facilities from suppliers, ensuring they are more accessible. We recognize that due to the nature of our operations, this has not been a primary focus. However, we are actively facilitating and accepting feedback from employees and vendors to inform our approach.

To date, Celero has not received specific feedback in this area, which underscores the need for more proactive engagement with stakeholders. We are dedicated to fostering an environment where feedback is not only encouraged but also sought after, as it is crucial for achieving our goal of accessible procurement.

While the current state of feedback indicates a gap in communication, it also presents an opportunity for Celero to strengthen its commitment to accessibility. We will continue to welcome and integrate feedback, using it as a cornerstone to make our procurement processes inclusive for all.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

GOAL

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

PROGRESS

In addressing the barrier of the Design and Delivery of Programs and Services, Celero has set a goal to enhance accessibility in this domain. Historically, due to the nature of Celero's operations, prioritizing the accessibility of program and service design has not been at the forefront, except for facilitating and accepting feedback from employees and customers. Recognizing the importance of inclusivity, Celero is actively evaluating and implementing changes to its web-based products and services to align with Website Content Accessibility Guidelines.

As Celero moves forward, it remains dedicated to examining ways to make the design and delivery of programs and services more accessible, thereby making significant strides towards achieving its organizational goal.

TRANSPORTATION

As an organization, Celero is committed to fostering an inclusive environment; however, the specific barrier of the Transportation is not relevant to our operations or organizational goals. Our continuous efforts are directed towards areas that align closely with our mission and the needs of our stakeholders.

CONSULTATIONS

Celero is actively undertaking consultations with the Canadian Centre for Diversity & Inclusion, our employees (including an Employee Resource Group), and leaving open for any feedback through Celero's publicly available feedback process.

FEEDBACK

In our commitment to continuous improvement, Celero has engaged in a comprehensive feedback process. We have collaborated with the Canadian Centre for Diversity & Inclusion, consulted with our dedicated Employee Resource Group, and welcomed input through our accessible public feedback system. This inclusive approach has garnered a diverse range of perspectives, including valuable insights from individuals with disabilities. The feedback received has been instrumental in guiding our policies and practices, ensuring they are reflective of the needs and experiences of all stakeholders. Celero has carefully considered each submission, utilizing the feedback to enhance our services and foster an environment of inclusivity and respect.