



CONTEXT IS EVERYTHING

ACCESSIBILITY PLAN

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Context Research Group Inc.

Accessibility Plan

1. Introduction

Context Research Group Inc. (CRG) is committed to fostering an inclusive, accessible, and equitable environment for employees, clients, research participants, and partners. This Accessibility Plan outlines CRG's policies and practices to identify, remove, and prevent barriers for people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

CRG operates as a privately held research and consulting firm, and this plan serves as a living document—reviewed annually and updated as CRG grows or regulations evolve.

2. Statement of Commitment

CRG is committed to ensuring equal access and participation for all individuals, regardless of ability. We strive to:

- Deliver services that are accessible to our clients, participants, and community members.
- Provide a workplace that accommodates employees with disabilities.
- Integrate accessibility principles into our daily operations, policies, and communications.

CRG will continue to consult employees and stakeholders to identify and address accessibility barriers in our physical, digital, and procedural environments.

3. Accessibility Standards for Customer and Participant Service

CRG welcomes individuals who use assistive devices. Employees and contractors are trained on how to interact respectfully and assist individuals using personal assistive devices during consultations, focus groups, or other activities.

Individuals accompanied by a service animal or support person are welcome at any CRG event, meeting, or facility. No additional fees will be charged for a support person's attendance.

CRG is committed to communicating with people with disabilities in ways that take their needs into account. We use plain language in reports and presentations, offer alternative communication formats upon request, and train staff on accessible communication practices and respectful engagement with people with disabilities.

In the event of a disruption to accessibility-related services (e.g., elevator outages in leased offices or digital service downtime), CRG will provide advance notice outlining the nature, duration, and alternatives available.

4. Accessible Employment Practices



CRG is committed to fair and accessible employment practices. Job postings will indicate that accommodations are available throughout the recruitment process. Applicants invited to interviews will be informed of available accommodations, and hiring processes will be adapted as necessary to meet accessibility needs.

Employees requiring accommodation—temporary or ongoing—will work with HR and management to create individualized accommodation or return-to-work plans, informed by medical or professional guidance where applicable.

Performance management and professional development processes will consider accessibility needs, ensuring equitable opportunities for training, advancement, and evaluation.

5. Information and Communications Standards

CRG will meet or exceed AODA Information and Communications Standards by providing accessible formats or communication supports upon request. CRG's public website and CRG Platform will conform to WCAG 2.1 Level AA standards wherever practicable.

6. Procurement

CRG will incorporate accessibility considerations when procuring goods, services, software, or facilities. When not practicable, CRG will document the rationale and propose alternative accessible solutions.

7. Training

All CRG employees, contractors, and volunteers will receive training on the AODA, Ontario Human Rights Code, and accessible communication. Training will be provided upon hiring and refreshed periodically or when policies are updated.

8. Emergency Information and Safety

Employees with disabilities who require assistance during emergencies may develop individualized emergency response plans with HR and their manager. Emergency procedures, maps, and instructions will be provided in accessible formats upon request.

9. Feedback and Continuous Improvement

CRG welcomes feedback on accessibility from employees, clients, research participants, and the public. Feedback can be provided by email at info@crg.ca, by phone at 1-888-551-2566, or in person by appointment at one of our offices.

10. Accessibility Plan Review and Updates

This plan will be reviewed annually and updated as needed to reflect changes in legislation, organizational growth, or stakeholder feedback. The plan is publicly available and can be provided in alternative formats upon request.

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