



# Multi-Year Accessibility Plan 2024-2029

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## 1. Message from ApplyBoard

ApplyBoard Inc. (“ApplyBoard” or the “Company”) empowers people around the world to study abroad and access the best education. We simplify the study abroad search, application, and acceptance process by connecting international students, recruitment partners, and academic institutions on one platform.

Founded by brothers Martin, Meti, and Massi Basiri, we’re proud of our accomplishments and our growth. Since 2015, we’ve:

- Built partnerships with over 1,500 primary, secondary, and post-secondary educational institutions
- Established a network of over 6,500 recruitment partners around the world
- Assisted more than 600,000 students with their educational journeys
- Grown to more than 1,350 team members across over 35 countries, with our headquarters located in downtown Kitchener, Ontario

We are also proud of our commitment to increasing accessibility and inclusion throughout our organization by identifying, removing, and preventing barriers for people with disabilities.

As part of our commitment to increasing accessibility in our organization, we have prepared this Multi-year Accessibility Plan that will serve as a roadmap for employees to work towards becoming a more accessible and inclusive organization.

This Plan has been reviewed and approved by members of the ApplyBoard leadership team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with Ontario’s accessibility laws and to meet our own ongoing accessibility commitments and goals.



Esra Arif Akgol

VP, People & Culture, ApplyBoard Inc.

## 2. ApplyBoard Statement of Commitment to Accessibility

ApplyBoard is committed to creating an inclusive environment for everyone. We seek to provide accessible and welcoming services for all employees, students, recruitment partners, job applicants, and visitors who use our goods, services, information, or facilities. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and all applicable accessibility and human rights legislation.

## 3. Accessibility Policies and Procedures at ApplyBoard

For more information on ApplyBoard accessibility services and options or to access online versions of the Accessibility Policy and Multi-year Accessibility Plan, go to <https://www.applyboard.com/accessibility>.

## 4. AODA Compliance Achievements

ApplyBoard is committed to meeting all AODA compliance requirements and deadlines of a large business (with 50 or more employees). This includes filing AODA accessibility compliance reports by the AODA deadlines applicable to the Company.

To review the AODA, go to <https://www.ontario.ca/laws/statute/05a11>.

Category	AODA Requirement	Compliance Status as of March 2024
Customer Service Feedback	Provide accessible options for people to provide feedback and an accompanying accessibility feedback process	Compliant
Emergency Information	Provide accessible emergency and public safety information. Provide accessible emergency information to employees	Compliant
Transportation	Provide accessible transportation services	Not Applicable – ApplyBoard does not provide or manage transportation services
Accessibility Policies	Create an accessibility policy  Make the accessibility policy public	Compliant

<b>Category</b>	<b>AODA Requirement</b>	<b>Compliance Status as of March 2024</b>
Accessibility Plan	<p>Create a multi-year accessibility plan to help achieve accessibility goals</p> <p>Make the multi-year accessibility plan public</p>	Compliant
Self-Service Kiosks	Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to access information	Not Applicable – ApplyBoard does not provide or manage any self service kiosks
Accessible Websites	Ensure public websites that ApplyBoard controls or manages meet or exceed WCAG 2.0 AA guidelines	Not Compliant – 2023 Accessibility Website audit is complete. The results are being reviewed and addressed throughout 2024-2025
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	Compliant
Individual Accommodation and Return-to work Plans	Document processes for developing individual accommodation plans and return-to-work plans	Compliant
Public Information	Make public information accessible when requested	Compliant
Development of Public Spaces	Make new or redeveloped public spaces accessible	Compliant
Accessibility Reports	File accessibility reports based on stated deadlines in the AODA	Compliant

## 5. Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, ApplyBoard has also accomplished several activities to work towards increasing accessibility and inclusion. Key achievements include the following:

- The Company has consulted with an external organization, AdvancedBytez, to review its website and primary apps, as well as its AODA and accessibility policies, procedures, and plans related to accessibility.

## 6. Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within ApplyBoard use various measures to identify, remove, and prevent accessibility barriers.

### Identifying Barriers

In order to meet or exceed AODA compliance requirements, ApplyBoard is committed to responding to employee, customer, and community feedback in identifying priorities to increase accessibility and inclusion.

### Removing and Preventing Barriers

ApplyBoard management and staff have identified the goals and actions in section 7, below, to remove and prevent accessibility barriers at the Company over the coming years. Key ApplyBoard contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

## 7. Policies, Procedures, and Plans

ApplyBoard management and staff are committed to maintaining and reviewing the ApplyBoard Accessibility Policy and Multi-year Accessibility Plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the Company to produce accurate and informative accessibility status reports and AODA compliance reports when required.

In addition, any ApplyBoard policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

<b>Accessibility Goal</b>	<b>Action to be Taken &amp; Target Completion Date</b>
Ensure that the updated Statement of Commitment to Accessibility is shared within the Company and posted on the ApplyBoard website	The document shall be visible and accessible to the public. The document shall be posted in the Company reception area, website & bulletin boards.  <b>2024</b>
Ensure that current facility emergency and evacuation plans are reviewed and updated if necessary, and emergency and safety information is available in an accessible format for employees and members of the public	The plans shall be updated and posted internally.  <b>2024</b>
Ensure that all current and new employees are aware of additional supports available during emergency and evacuation situations	Develop a process to sign off health and safety policies for current employees as well as during new hire orientation.  <b>2024</b>
Review existing Company policies and procedures with an accessibility, diversity, equity, and inclusion lens and revise policies and procedures as needed	The policies shall be reviewed by People and Culture and Legal teams.  <b>2024</b>
Update the ApplyBoard Global Procurement Policy and supporting resources (e.g., checklists) to consider accessibility requirements and incorporate accessible and inclusive purchasing guidelines, requirements and practices	The policies shall be reviewed by Procurement and Legal teams and shall be posted internally.  <b>2024</b>
Update the ApplyBoard supplier qualifications to include criteria related to accessibility	The Procurement Team shall update the new criteria around accessibility. This team performs due diligence on new Third Parties and works with stakeholders to identify which Third Parties under consideration are qualified in meeting ApplyBoard's

	<p>selection criteria.</p> <p><b>2024</b></p>
<p>Raise awareness among ApplyBoard staff and potential suppliers to ensure that potential suppliers meet the accessibility criteria requirements documented in the updated supplier qualifications</p>	<p>Procurement Team shall train the Facilities Team in accessibility related Procurement Policy and supplier qualifications guidelines.</p> <p>Facilities Team shall document the purchases for procurement in order to review or audit purchases.</p> <p><b>2024</b></p>
<p>Develop and maintain procurement guidelines that include specific accessibility requirements for common items purchased</p>	<p>Language around accessibility shall be incorporated in the Procurement Policy.</p> <p>Third parties who meet the criteria shall be listed in the Third Party Engagement Tracker for record.</p> <p><b>2024</b></p>
<p>Develop an accessible employment policy and raise awareness among current and new employees about accessible services and supports at ApplyBoard</p>	<p>Accessible Employment Policy shall be developed. To raise awareness, policies shall be rolled out for new and current employees.</p> <p><b>2024</b></p>
<p>Review the multi-year accessibility plan and status of accessibility goals annually</p>	<p>Annually</p>
<p>Update multi-year accessibility plan every five years</p>	<p>Next update required by December 31, 2029</p>
<p>File AODA compliance reports based on stated deadlines in the AODA</p>	<p>December 31, 2023 (and as required)</p>

**Training**

The Company is committed to ensuring that its employees receive training on applicable accessibility and human rights laws (for example, in Ontario, training will be provided on the AODA and the *Ontario Human Rights Code* as it pertains to people with disabilities).



Training will be provided on ApplyBoard accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to applicable accessibility legislation or to Company accessibility policies and procedures.

The Company also ensures that those providing products or services on behalf of the Company, including subcontractors, and those participating in development or approval of Company policies, confirm that they have received accessibility training similar to Company employees.

<b>Accessibility Goal</b>	<b>Action to be Taken &amp; Target Completion Date</b>
<p>Provide accessible AODA and role-specific accessibility training, including training on ApplyBoard accessibility policies and procedures</p> <p>Maintain a written record of training provided</p>	<p>Training can be embedded as a part of our Learning Management System. Role specific training shall be provided if indicated by your manager.</p> <p><b>2024</b></p>
<p>Review and update current AODA and accessibility training and ensure customized content is accurate, appropriate, inclusive, accessible, effective, and role-specific; ensure supporting resources are made available and reviewed with employees</p>	<p>Review existing role-specific and general training currently being offered. Provide refresher training throughout 2024.</p> <p><b>2024</b></p>
<p>Provide updated refresher training on emergency and safety procedures for employees</p>	<p>Training to be embedded as a part of our Learning Management System.</p> <p><b>2024</b></p>
<p>Provide resources on how to create accessible information and communication to all ApplyBoard content creators</p>	<p>Incorporate accessibility into content posted.</p> <p>Share resources with content creators on how to create accessible documentation and maintain it.</p> <p><b>2024</b></p>
<p>Review ApplyBoard team roles and responsibilities to determine employees that could benefit from Mental Health First Aid Training (deal with people with</p>	<p><b>As Requested</b></p>

a disability)	
Develop and deliver resources and provide ongoing coaching opportunities to increase awareness of ableism and ageism; share related resources to support effective intergenerational teams	<b>As Requested</b>

## Customer Service

ApplyBoard is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides persons with disabilities with integrated and equitable access to its goods and services.

<b>Accessibility Goal</b>	<b>Action to be Taken &amp; Target Completion Date</b>
Review and update ApplyBoard's customer feedback process and raise awareness among employees and public regarding how to gather, address, and track feedback on accessibility barriers	Accessibility feedback form shall be posted on accessibility web page and will be tracked for monitoring purpose.  <b>2024</b>

## Information and Communication

ApplyBoard is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

<b>Accessibility Goal</b>	<b>Action to be Taken &amp; Target Completion Date</b>
Provide resources to ensure that all ApplyBoard content creators are trained in how to create information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents), and with accessible content and inclusive language and terminology	Incorporate accessibility into content posted. Share resources with content creators on how to create accessible documentation and maintain it.  <b>2024</b>

Make all public ApplyBoard web content and social media that the Company manages or controls compliant with WCAG 2.1 level AA guidelines (excluding live captioning and audio description)	Review the accessibility audit feedback and prioritize the findings, rewrite the necessary pages to ensure that our public content is accessible. Content to be updated throughout <b>2024-2025</b> .
Develop and deliver inclusive language and accessible communication training, for management and all employees	<b>As Requested</b>

**Employment**

ApplyBoard is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans.

All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

<b>Accessibility Goal</b>	<b>Action to be Taken &amp; Target Completion Date</b>
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews	Process is in place to address any ongoing accommodation requests.  <b>Ongoing, with annual reviews</b>
Continue to ensure that employees receive AODA and accessibility training in a timely manner, including information covering general AODA knowledge, <i>Ontario Human Rights Code</i> and accessibility legislation, as well as ApplyBoard accessibility and related policies required for staff to perform their roles effectively	Provide general and role-specific training for different departments.  <b>Ongoing, with annual reviews</b>

Review all current standardized templates to candidates and new hires and ensure we incorporate information about accessibility	Conduct a comprehensive assessment of current employment practices, incorporate accessibility in all job descriptions and pre-screen interviews.  <b>2024</b>
Develop a structured process and checklist for Talent Acquisition to follow regarding accommodation requests from job applicants	Administer the accessibility needs of job applicants to ensure special arrangements shall be made available in case of any disability.  <b>2024</b>

## 8. Built Environment or Design of Public Spaces

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces in Ontario are designed in a way that takes into consideration the prevention or removal of barriers.

## 9. Communication of the Plan

The 2024-2029 Multi-year Accessibility Plan (MYAP) will be shared with ApplyBoard staff and the broader community and posted online in an accessible format at <https://www.applyboard.com/accessibility>. The MYAP will be available upon request. Every effort will be made to provide the document in alternate formats upon request.

## 10. Contact Information

If you have any questions or feedback, accommodation requests, or would like to request a copy of our accessibility policies in an alternate format, contact us at:

People and Culture Team  
 Suite 600, 101 Frederick Street  
 Kitchener, ON N2H 6R3  
 519-574-8498  
[accessibility@applyboard.com](mailto:accessibility@applyboard.com) or [hr@applyboard.com](mailto:hr@applyboard.com)



# Signature Certificate

Reference number: VDSK4-MPYG6-JLPAY-2R6AQ

## Signer

## Timestamp

## Signature

### Esra Akgol

Email: esra.akgol@applyboard.com

Sent:

17 Apr 2024 17:09:01 UTC

Viewed:

17 Apr 2024 18:09:59 UTC

Signed:

18 Apr 2024 15:06:56 UTC



### Recipient Verification:

✓ Email verified

17 Apr 2024 18:09:59 UTC

IP address: 99.251.34.231

Location: Kitchener, Canada

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