



# Sustained Value Advisors **Accessibility Policy Statement**

April 01, 2025

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## **1. Introduction**

Sustained Value Advisors is committed to delivering consulting services that are accessible, inclusive, and respectful of the diverse needs of our clients, members, and stakeholders. We recognize that accessibility is an essential part of creating sustainable value and ensuring equal participation.

## **2. Scope**

This policy applies to all aspects of our work, including communications, digital tools, reports and deliverables, workshops, stakeholder engagement, and interactions with clients, employees, consortium members, and third parties

## **3. Commitment**

We are committed to ensuring equal access for persons of all abilities. This commitment includes providing information and communications in accessible formats, upon request, in compliance with applicable legislation (such as the Accessible Canada Act, provincial accessibility laws, and international standards like the WCAG – Web Content Accessibility Guidelines). We also design workplaces, tools, and client-facing deliverables with accessibility in mind, and take timely, effective steps to accommodate individual needs. Accessibility considerations are embedded into our procurement decisions to ensure that our suppliers and partners share this commitment. Through these actions, we aim to raise awareness, foster inclusivity, and contribute to a culture where everyone can participate fully.

## **4. Implementation**

We aim to embed accessibility into all aspects of our business, including in our engagements, communications, and service delivery as follows:

### **4.1 Engagements and Meetings**

- Commit to accessible venues for workshops, stakeholder consultations, or client meetings (ramps, elevators, accessible washrooms).
- Provide interpretation services (sign language, simultaneous translation) when required.
- Consider inclusive facilitation methods (e.g., written materials, visual aids, and varied engagement formats to accommodate different needs).

### **4.2 Communications and Service Delivery**

- Integrate accessibility into RFPs, contracts, and project delivery services
- Provide accessible slide decks and reports (alt text for images, high-contrast colors, readable fonts, logical structure).
- Design digital and written materials with accessibility in mind (clear structure, alt text, high-contrast visuals, accessible formats).
- Offer deliverables in alternative formats (e.g., large print, accessible PDFs, Word files, audio summaries) upon request.
- Incorporate inclusive practices into presentations and workshops such as captioning, transcripts, and adaptable engagement formats.
- Require suppliers and subcontractors to adhere to accessibility standards in the services they deliver.

## **5. Awareness and Continuous Improvement**

Employees and consortium members will receive training on accessibility best practices to ensure our work is inclusive and compliant with standards. We are committed to incorporating feedback and adapting to evolving accessibility standards and client needs.

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## **6. Governance and Accountability**

- Management ensures that resources and systems are in place to support accessibility initiatives, monitors compliance with legislation, provides guidance, and acts as the point of contact for accessibility-related inquiries.
- Employees and consortium members are responsible for adhering to accessibility standards and responding to accommodation requests respectfully and promptly.

## **7. Policy Review and Accountability**

This policy will be reviewed annually. All employees, members, contractors, and operations at Sustained Value Advisors are responsible for upholding the accessibility expectations outlined, and we welcome open discussion about new ways to strengthen accessibility practices as part of our broader diversity, equity, and inclusion efforts.