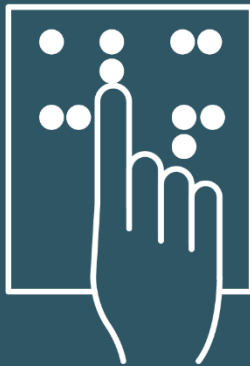


# BC Pension Corporation's Accessibility Plan

2023–2027



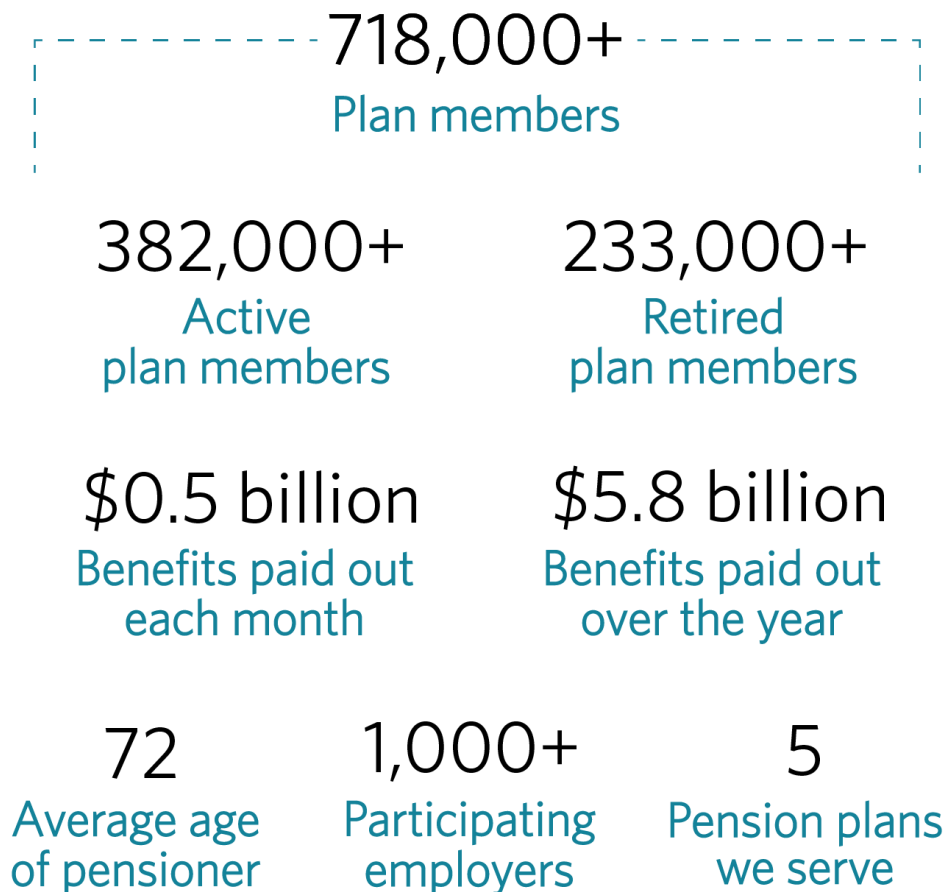
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## Who we are and what we do

BC Pension Corporation is one of the largest pension service providers in Canada and the largest in British Columbia. We apply our expertise in all areas of pension services.

We serve one in eight British Columbians while fulfilling our purpose to create peace of mind.

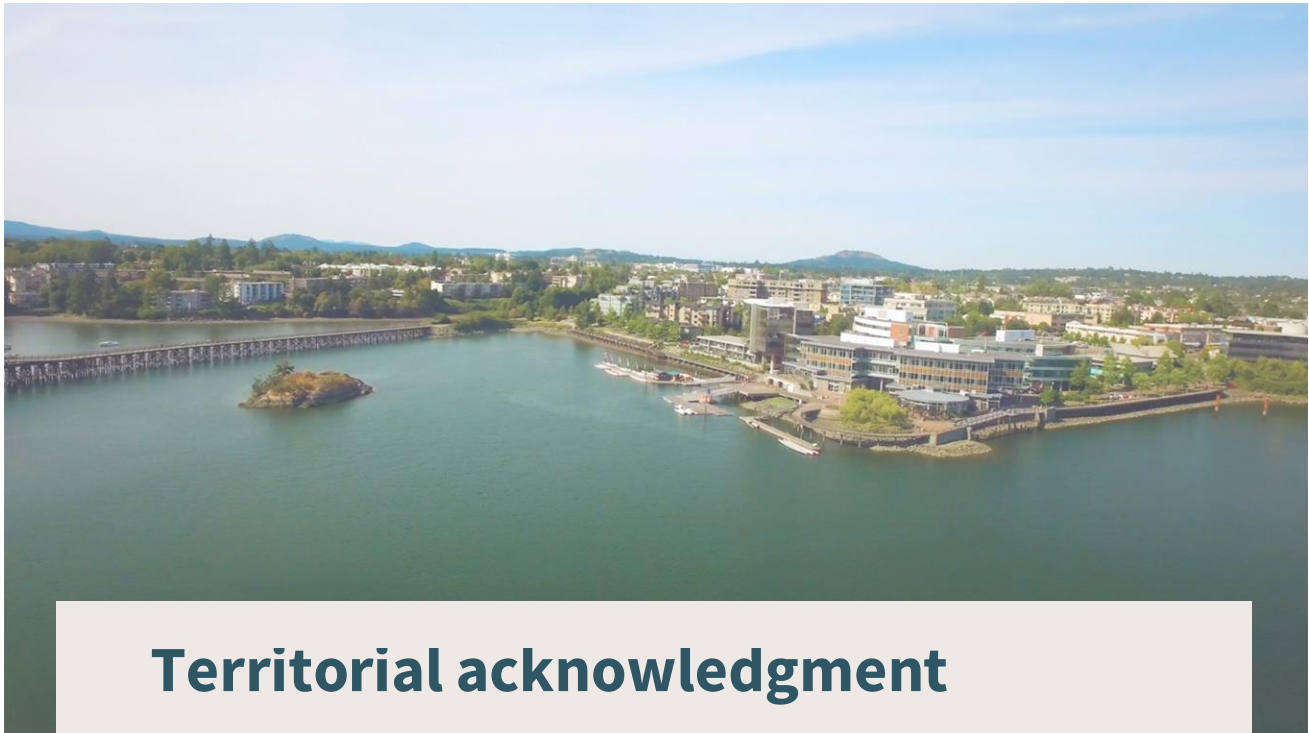


Source: 2022/23 BC Pension Corporation Annual Report

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Our services include providing pension plan information to members and employers, managing contributions and member records, paying pension benefits, and offering policy, financial and communication services to plan boards. We are a community of dedicated professionals who share common beliefs about client service and a desire to make our organization an even better place tomorrow than it is today. We are committed to making the corporation more accessible to plan members, employers, employees and other individuals who interact with us.

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## **Territorial acknowledgment**

We acknowledge that we live, work and play as visitors on the unceded territory belonging to the Lək̓ʷəŋən People since time immemorial and we honour their ongoing connection to the land.

## Accessibility at the corporation

Over 25 per cent of British Columbians identify as having a hidden or visible disability, and one in eight BC citizens is a member of one of the five pension plans we serve. Ensuring plan members can access and understand important information about their pension is crucial, as is ensuring employees can thrive and perform at their best. That's why work is already underway to improve accessibility through our Diversity, Equity and Inclusion Plan, which has been in place since 2018. We continue to develop this plan to identify and enhance accessibility to plan members, employers, employees and others who interact with the corporation.



Advancing diversity, equity, inclusion and accessibility means:

- **Embracing our differences**—creating an inclusive workplace that embraces individual differences and ensures employment equity
- **Valuing diversity of perspective**—leveraging the diverse thinking, skills, experience and working styles of our employees and all other individuals we interact with
- **Building a flexible, equitable organization**—providing opportunities for work arrangements that accommodate the diverse needs of individuals at different career and life stages
- **Developing a workforce that reflects the diversity of the communities we serve**—attracting and retaining diverse talent
- **Being truly inclusive**—eliminating barriers to improve access and maximize participation for employees and all other individuals we interact with and serve

## Statement of commitment

Our Accessibility Plan and internal Accessibility and Inclusion Committee will help support the [Accessible British Columbia Act and Regulation](#), furthering British Columbia’s goal to identify, remove and prevent barriers to individuals in, or interacting with, organizations in the pursuit of being more inclusive. Beginning in 2023 and every four years after, we will update our Accessibility Plan in consultation with our Accessibility and Inclusion Committee. The Accessibility Plan informs actions the corporation will take to increase accessibility for all.

## Accessibility actions to date

Diversity, equity, inclusion and accessibility are fundamental to our commitment to foster employee engagement, remove barriers, develop and recruit top talent, and support the health and wellness of our employees. Our actions build on past achievements and embrace our values and our purpose to create peace of mind for those we serve.



The following actions and initiatives have been completed or are currently underway:

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## **1. Employment**

- Actively promote inclusivity in external recruitment marketing and advertising
  - Provide application process tips and suggestions to potential candidates to increase transparency
  - Provide personal support and assistance to candidates with the application process, including support for accommodation
  - Actively increase the diversity of hiring panels when possible to include representation from self-identifying members of equity-deserving groups, and provide training for hiring panels on reducing bias
  - Provide hiring panel resources to support an inclusive interview process, including modified interview questions for neurodiversity and resources for interviewing applicants with differing types of disabilities (physical, cognitive, sensory and mental health)
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## **2. Technology**

- Implemented a new internal document management system with full Web Content Accessibility Guidelines (WCAG)
- Implemented new collaboration and communication tools that have improved accessibility functions, including visual and audio aids
- Enhanced meeting room experiences to improve both in-room and hybrid accessibility needs, including visual and audio improvements

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## **3. Building accessibility**

- Updated single-stall washroom signage to be gender inclusive
- Completed an accessibility building review in 2017 with modifications

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## **4. Training and education**

- Launched learning pathways for designers and content creators to build a common understanding of accessibility standards and tools
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## 5. Communications and information

- Currently measuring plan website accessibility and readability to identify improvements based on WCAG Level AA standards
- Include script and set captions on all videos posted to the YouTube channels we manage
- Developed a video strategy in support of animated explainer videos for plan members, which includes considerations for accessibility as well as diverse member representation in animations
- Promote inclusive language guidelines both internally and externally when speaking with plan members, employers, employees and other individuals who interact with us

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## 6. Organizational culture

- Collect equity group information from employee experience surveys to better understand and improve the experience of our employees who self-identify as being a visible or hidden minority or as having a visible or hidden disability
  - Conducted a diversity, inclusion, equity and accessibility assessment to identify gaps and biases in our internal processes, programs and policies, and inform a strategy and road map to increase inclusion
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## Our 2023–2027 priorities

The table below outlines the corporation’s accessibility priorities over the next four years. We anticipate that the plan will continue to evolve each year with ongoing input and feedback from the committee and other partners.

We will establish a framework to measure and report on our progress.

### 1. Employment

Barrier identified	Initiative	Outcome
1.1 Partnerships	Expand partnerships with community organizations or groups that support individuals with disabilities	Partnerships that help the corporation be a leader in accessibility
1.2 Corporate website accessibility	Establish a process to review and update job postings, job descriptions and other talent acquisition materials to ensure inclusive language and WCAG standards	Talent acquisition materials and processes are more accessible
1.3 Accommodation awareness and support	Develop a training plan for supervisors on the accommodation process	Increased awareness about accommodation and accessibility to support employees and job candidates with disabilities

## 2. Organizational culture

Barrier identified	Initiative	Outcome
2.1 Lack of data on accessibility	Review accessibility questions on the annual employee experience survey and provide recommendations	Better understanding of our employee demographic and their feedback on accessibility barriers and opportunities
2.2 Employee awareness and understanding	Create a plan on how to increase accessibility awareness to all employees	Employees have awareness and understand challenges individuals with disabilities may face, and the role they can play to support inclusion and accommodation processes
2.3 Employer awareness and understanding	Conduct a diversity, inclusion, equity and accessibility assessment to help identify gaps and biases in our processes, programs and policies	Improved awareness about challenges and opportunities that informs strategies to becoming a more inclusive organization

### 3. Physical environment

Barrier identified	Initiative	Outcome
3.1 Building accessibility	Undergo another building accessibility assessment at corporate offices	Investigate barriers to individuals living with physical and other disabilities and identify areas for improvement
3.2 Corporate event and meeting accessibility	Create an accessibility checklist/guideline for all off-site meetings and events	Fully accessible off-site meeting and event spaces
3.3 Meeting room accessibility	Assess meeting rooms to ensure accessibility	Accessible meeting rooms to enable the full participation of individuals living with physical disabilities

## 4. Technology

Barrier identified	Initiative	Outcome
4.1 Internal tools	Implement a new collaboration tool that leverages best practices in accessibility standards	Improved accessibility and ease for all employees to access the information, resources and tools they need
4.2 Internal systems	Implement a new financial and human resources management system that leverages best practices in accessibility standards	Improved accessibility for financial and human resources management services
4.3 Meeting room equipment	Continue to enhance meeting room technology	Improved in-room and hybrid accessibility needs, including visual and audio improvements

## 5. Communication and information

Barrier identified	Initiative	Outcome
5.1 Corporate templates	Review corporate and external plan templates for accessibility (e.g., colour, format, readability)	Communication materials are accessible and easy to read
5.2 Intranet	Implement a new intranet content strategy that will meet or exceed digital communication accessibility standards	Fully accessible intranet content set to a grade 6 reading level
5.3 Plan websites	Explore wireframe and web prototype testing with a diverse set of plan members	Increased website accessibility
5.4 Internal systems	Evaluate accessibility requirements as part of the digitize and core systems improvement program	Increased end-user interaction with digital products
5.5 Member services centre	Investigate over-the-phone interpretation services for the member services centre	Equitable member services

## Planning and reporting framework

The Accessibility and Inclusion Committee will create an annual progress report on the priorities and outcomes outlined in the Accessibility Plan. Before subsequent versions of the plan are updated, we will contract with a third party to conduct an independent review of our progress to ensure we follow the *Accessible British Columbia Act* and make meaningful progress.

## Feedback process

We welcome constructive feedback that will help us become a more accessible and inclusive organization. The Accessibility and Inclusion Committee will consider all feedback during revisions to the Accessibility Plan. Annual progress reports will update on the quantity and nature of feedback received and our intended actions.

If you would like to provide feedback on this plan, contact us through one of the following methods:

- **Email:** [accessibility@pensionsbc.ca](mailto:accessibility@pensionsbc.ca)
- **Mail: BC Pension Corporation—Employee Services Branch,  
PO Box 9460, Victoria, BC V8W 9V8**

We will also ensure our partners (plan members, employers, trustees and employees) are aware of the Accessibility Plan and how they can provide feedback.