

ACCESSIBLE CANADA ACT (ACA) POLICY

I. GENERAL

In accordance with applicable laws, the Company is committed to complying fully with the Accessible Canada Act (ACA), as amended, and other applicable laws to ensure equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

At the heart of this program is a foundation of mutual trust. It gives employees the flexibility to work or take time off as they see fit, so long as they fulfill their work responsibilities. Any individual who requires accommodation in order to perform the essential functions of their job and/or obtain equal job benefits should contact Marlene Hahn, Human Resources Benefits Manager to request such accommodation.

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II. PURPOSE

The purpose of this Act is to benefit all persons, especially persons with disabilities, through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, on or before January 1, 2040, particularly by the identification and removal of barriers, and the prevention of new barriers, in the following areas:

- Employment
 - The Company is an equal opportunity employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company prohibits discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: race, ancestry, color, ethnic origin or place of origin, citizenship, political belief, creed, religious beliefs, sex, sexual orientation, gender identity, gender expression, age, record of offences (as defined), physical or mental disability, marital or family status, source of income, or any other prohibited ground under the employee's applicable human rights legislation. This policy governs all aspects of employment, including, but not limited to, selection, job assignment, compensation, discipline, termination, and access to benefits and training.



Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

- The built environment
 - As expansion to the facilities needs to occur, considerations will be made to include accommodation with respect to stairs. Currently if an employee brings forth concerns in these areas, modifications are made with respect to the location of a meeting or training course so that the employee can attend.
- Information and communication technologies (ICT)
 - The IT department provides computer technology options in multiple languages and an integrated phone system. These systems continue to be evaluated as the needs of our employee population change.
- Communication, other than ICT
 - Our organization is committed to providing an accessible and inclusive environment. As part of this commitment, we utilize communication software that includes the following accessibility features: Transcripts of communication are available on software with audio and video communications. These transcripts are available to all participants to ensure that individuals with hearing impairments or those who prefer reading can access the content. Additionally, the software supports multiple language options allowing users to select their preference.
- The procurement of goods, services, and facilities
 - These measures ensure that our procurement practices are fully compliant with the ACA, which mandates that goods, services, and facilities be accessible to all individuals, including those with disabilities. Accessibility criteria are integrated into all stages of the procurement process. This includes the initial planning, selection, and evaluation phases. Feedback from employees, suppliers and vendors with disabilities is collected and used to inform future procurement decisions and improvements.
- The design and delivery of programs and services
 - Our organization is committed to creating and delivering programs and services accessible to all, in accordance with the ACA. To achieve this, we have implemented inclusive design, stakeholder engagement, training, and feedback for continuous improvement.
- Transportation



- As we replace modes of transportation, consideration is made to ensure the new vehicles provide all accommodations necessary.

VI. CONSULTATIONS

Our organization is committed to engaging with individuals with disabilities and other stakeholders to gather valuable feedback that will enhance the accessibility of our offerings. The company sent out an email to all employees requesting feedback in the following areas:

- Identifying Barriers: What challenges have you or your colleagues faced in terms of accessibility within our workplace?
- Proposed Measures: What changes or improvements would you suggest making our workplace more accessible?
- Enhancing the ACA Implementation: Do you have any specific ideas on how we can better implement the ACA guidelines and improve our accessibility practices?

We understand that accessibility is a broad and sometimes personal topic, and we appreciate any insights provided, whether they are detailed suggestions or general comments. All feedback will remain confidential and will be used solely to enhance our accessibility initiatives.

We acknowledged the receipt of feedback through a personal reply, thanking participants for their input and explaining the next steps in the consultation process. We will continue to conduct inclusive and thorough consultations to ensure our programs, services, and facilities meet the accessibility standards required by the ACA.