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|  | | MULTI-YEAR ACCESSIBILITY PLAN (2025 – 2030) | |
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| Approval: HR CEO HSE | | | Status: ACTIVE |

1.0 Introduction

As a private sector business in Ontario, Grid Link must comply with the current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The AODA and IASR are enacted to develop, implement, and enforce accessibility standards to achieve accessibility for Ontarians with disabilities with respect to:

- Customer Service
- Information and Communication
- Employment
- Design of Public Spaces
- Transportation

Under the AODA and IASR we are required to establish, implement, maintain, document, and post this multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

2.0 Statement

Grid Link is committed to meeting accessibility needs of people with disabilities in a timely manner and will do so by providing an accessible environment for employees, clients, and visitors who may enter our premises, access our information, or use our services.

We affirm our commitment to comply and set out in this multi-year accessibility plan our strategy to meet the requirements and strive to identify new initiatives to support accessibility for Ontarians.

3.0 Past Achievements to Remove and Prevent Barriers

- Installed remote door opener at main facility entranceway.
- Developed and implemented an Accessibility Policy.
- Created and submitted a Compliance Report.
- Created a Diversity and Anti-Discrimination in the Workplace Policy.
- Provided and trained employees with appropriate training.

See further actions taken and actions planned with timelines in the following strategy categories.

4.0 Strategies and Actions

4.1 General

- Review and update this multi-year accessibility plan at least once every 5 years.

- Provide appropriate training to employees on AODA and the Human Rights Code as it pertains to people with disabilities.

4.2 Customer Service

Grid Link will proactively identify barriers to accessibility and determine appropriate ways to accommodate customer needs to provide customer service that is accessible to people with varying abilities.

Action Taken:

- Developed Accessibility Policy.
- Provide a customer feedback process by email, website portal, phone, or text.
- Provided appropriate training to employees on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities.
- Assistive devices and service animals are permitted on Grid Link premises in areas where customers have access.

Action Plan and Timeline:

1. Maintain Accessibility Policy – periodic reviews and update content to conform with regulations.
 - Next review date: February 2027
2. Develop policies and procedures as required to sustain compliance with the AODA.
 - Ongoing
3. Training for new hires and all employees as changes are made to accessibility standards, AODA, and the Human Rights Code and company procedures.
 - Ongoing
4. Inform customers when accessible services are temporarily unavailable by posting on website and/or communicating via phone, email, or text.
 - When required.
5. Promote a culture of respect and acceptance for accessibility within Ontario.
 - Ongoing

4.3 Information and Communication

Grid Link is committed to making our information and communications accessible to people with disabilities. We understand the customers disabilities may affect the way they express, receive, or process communication, and where possible we will ask the customer their preferred method for communication.

Actions Taken:

- Post accessibility plan on our website and able provide the plan in an accessible format upon request.
- Microsoft 365 program is equipped with voice dictate and transcribe feature to dictate documents hands-free in multiple languages.

Actions Planned and Timeline:

1. Continue to work towards increasing the accessibility of website to conform to the World Wide Web Consortium Web Content Accessibility Guideline 2.0 Level A
 - In Progress
2. Research guidelines and best practices for creating accessible documents.
 - June 2025
3. Improve accessibility of our information and communications by reviewing feedback received and conducting audits to identify accessibility barriers to remove.
 - Ongoing
4. Review emergency procedures periodically and update if any changes occur.

4.4 Employment

Grid Link is committed to fair and accessible employment practices. We want to ensure that every qualified applicant has an opportunity to apply for positions within the company. Upon request, accommodations are available to support individuals in applying for the job, during the interviewing process and once hired.

Action Taken:

- If a job applicant requests accommodation, we consult with them and make adjustments that best suit their needs.

Action Plan and Timeline:

1. Job posting shall include a statement to let prospective applicants know that we are an equal opportunity employer.
 - When posting.
2. If hired, discuss the needs of the individual with disabilities and develop an individual accommodation plan to include emergency response planning, additional requirements, assistance, or accommodation to meet disability.
 - Upon hire of an individual with a disability.

4.5 Design of Public Space

Grid Link takes in to account the needs of those with disabilities when designing the layout and furniture placement to avoid accessibility barriers.

Action Taken:

- Main entrance door installed with remote door opener.
- Outside intercom installed for accessibility assistance.
- Furniture in foyer arranged for accessibility devices can manoeuvre with ease.
- Workplace accommodation including office design and automatic door openers and auto on/off light sensors installed.

Action Plan and Timeline:

1. Access the need for a designated handicap parking spot and implement if required.
 - July 2025

4.6 Feedback Process

An accessible customer service feedback process will allow people to provide feedback on how services were delivered to people with disabilities. The feedback will be forwarded to appropriate personnel and responded to in a timely manner. Feedback will be considered and may be used to improve accessibility in the respective area.

Action Taken:

- A process for receiving feedback has been implemented and can be provided in multiple formats including email, phone, and by selecting contact us on our website.

Action Plan and Timeline:

1. Continue to use accessible feedback as a means for improving services to persons with different abilities.
 - Ongoing
2. Monitor and evaluate feedback received throughout the years. This information will be used to improve our process may be integrated into our accessibility reports and/or multi-year plan.
3. If revisions are made to the multi-year plan an updated version will be posted on our website. Alternate formats may be provided upon request.

Feedback is Welcome

We welcome inquiries and feedback about accessibility and our efforts meeting the AODA and IASR.

Please contact us by:

- Email: info@gridlink.ca
- Website: www.gridlink.ca
- Phone: -1-807-683-0350



Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law passed by Ontario legislature designed to make Ontario more accessible by identifying, removing, and preventing barriers for persons with disabilities with respect to:

- Customer Service
- Information and Communication
- Employment
- Design of Public Spaces
- Transportation

The goal is to ensure people with disabilities are given the same access to goods and services as everyone else under principles of dignity, independence, integration and equal opportunity.

Commitment Statement

Grid Link Corp. is committed to meeting accessibility needs of people with disabilities and will do so by providing an accessible environment for employees, clients, and visitors who may enter our premises, access our information, or use our services.

We are committed to ensuring compliance by incorporating accessibility legislation into our policies, procedures, procurement processes, training, and best practices. We will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Measures surrounding communication, assistive devices, guide dogs, service animals and service dogs, support persons, service disruptions, feedback and training will be taken into consideration. We will strive to meet the needs of individuals with disabilities in a timely and effective manner.

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, Grid Link Corp. hereby notifies the public that documents related to accessible customer service, the use of animals and support people. We will consult with individuals to determine the suitability of accessibility support.

Feedback is welcome by selecting 'contact us' on our website, by phone 1-807-683-0350, via email info@gridlink.ca, or an in-person appointment may be arranged. A timely response within 2 business days can be expected.