Multi-Year Accessibility Plan 2023-2028

(Ontario Locations)

This **Multi-Year Accessibility Plan for Ontario Locations** ("**Plan**"), outlines our strategy to prevent and remove barriers to address the current and future requirements of the AODA. It also fulfills our disclosure commitment as outlined in the our Accessibility Policy.

Under the AODA and the IAS, the following accessibility standards set certain requirements that are applicable to the Company:

(a) Part One: General requirements

(b) Part Two: Information and Communications

(c) Part Three: Employment Standards

(d) Part Four: Design of Public Space

(e) Part Five: Customer Service

Accordingly,

Part One: General Requirements

Commitment

The Company will establish policies about how it will meet its obligations under the IAS that are consistent with the principles of dignity, independence, integration and equal opportunity.

Establishment of Accessibility Policies and Practices

Status: Completed

Achievements:

- The Company has implemented an Accessibility Policy which governs how the

Development and Implementation of Training

Part Two: Information and Communications

Commitment

The Company is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

Feedback

Status: Completed

Achievements:

- We provide an accessible feedback process for customers with disabilities.
- Information about the feedback process is readily available to all customers and notice of the process is available on our website.
- We provide feedback forms, along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), available upon request.
- We acknowledge customer feedback, and provide information about resulting actions based on the concerns or complaints that were submitted.

Goals:

- Embed accessibility features in our emails, including accessibility improvements to Company signatures.
- Continue to revise our information processes through feedback received and design future digital services in accordance with the AODA.

Accessible formats and communication supports

Status: Completed

Achievements:

- We provide information and communicate in an accessible manner about our goods, services or facilities in a way that takes into account the person's needs.
- We consult with the person making the request in determining the suitability of an accessible format or communication support.

Goals:

- Continue to train our employees on accessible formats, including recent technological improvements.

Emergency Procedures

Status: Completed

Achievements:

- We provide emergency information to our employees in accessible formats upon request.

Goals:

- Continue to improve public emergency procedures with accessibility features.

Accessible Website and Web Content

Status: In progress

Achievements:

- The Company website is compliant with World Wide Web Consortium Web Content Accessibility Guidelines: WCAG 2.0 Level AA –new Internet websites and web content.; with the exception of PDFs; in which case Cowan will accommodate any requests for PDF reviews via converting documents.

Goals:

- Consider applying AODA guidelines to our intranet content. Via an accommodation process set up for internal requests.

employee ibility needs due to disability.
- We provide information to new employees as soon as practical and updated information whenever there is a change to these policies.
- We provide or arrange for the provision of accessible formats and communication supports for upon request by an employee where information is needed to perform the employee or for information that is generally available to employees in the workplace.
- We consult with our employee making the request in determining the suitability of an accessible format or communication support.
- Provide ergonomic assessments and other modifications to employee workstations, as needed.

Goals:

- Update all employee training, including our Accessibility Policy, and provide these changes to new and existing employees.
- Continue supporting applicants and employees with disabilities in the above ways.

Workplace Emergency Response Information

Status: Completed

Achievements:

- We provide individualized emergency response plans that are confidential and disclosed only with employee consent on a need to know basis.
- We review individualized workplace emergency response information when: the employee moves to a different location in the organization; the employee overall's accommodations needs or plans are reviewed; and/or the Company reviews its general emergency response policies.
- Yearly survey of employees to capture individuals who need assistance during Health and Safety fire drills and evacuation , this is done thru internal communications to Leaders and all employees.

Goals:

- Review and revise existing plans as often as required under the AODA

Accommodation Plans and Return to Work

Status: Completed

Achievements:

- Our Accommodation Policy was reviewed and updated as of 2023.
- We provide accommodation and return to work processes in accordance with the AODA.

Goals:

- Continue to review and update our policies as needed.

Performance Management, Career Development and Redeployment

Status: Completed

Achievements:

- We provide accommodation to employees with disabilities throughout all stages of employment.

Goals:

- Continue to update our policies as needed.

Part Four: Design of Public Space

Design of Public Spaces

Status: Completed

Achievements:

- We have met technical requirements for 0 65f Puvet techmvtecht me

Measuring Progress

We will continually monitor and update our progress with respect to this Plan by:

- Comparing our action plan goals against real-time results;
- Reviewing customer feedback on this Plan and our customer service and making adjustments accordingly; and
- Reviewing and revising this Plan as needed and at least every five (5) years.

We welcome customer feedback about our Plan and our efforts to meet AODA and IAS requirements.

For comments about this Plan, or to request accessible formats, please contact us at **hr@princetonholdings.com.**

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