



ACTIVO ACCESSIBILITY PLAN  
2026-2031

## ACTIVO ACCESSIBILITY PLAN (2026 – 2031)

**Effective Date:** April 2026

**Applies to:** All Activo employees, contractors, and third-party service providers acting on behalf of Activo

**Review Cycle:** at least once every 5 years, no later than **April 2031**.

### Statement of Commitment

Activo is committed to creating an inclusive, barrier-free environment for all employees, applicants, clients, and visitors. We work to identify, remove and prevent barriers for persons with disabilities in all areas of our business. Activo complies with Ontario’s *Integrated Accessibility Standards Act (IASR)*, *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, Quebec’s *Charter of Human Rights and Freedoms* & and CNESST accommodation obligations, and will voluntarily align with the *Accessible British Columbia Act (ABCA)* for best practices.

### Accessibility Goals (2026 – 2031)

Over the next five years, Activo will:

- Maintain accessible policies and processes
- Review the company website to determine if it meets all WCAG 2.0/2.1 Level AA standards
- Strengthen accommodations and communications support
- Ensure inclusive hiring, training, and performance review processes
- Continue reducing physical, digital, attitudinal, and procedural barriers

<b>ACTION PLAN</b>
<p><b>Establishment of Accessibility Policies</b></p> <p>Activo has developed policies that outline how Activo achieves accessibility across operations.</p>
<p><b>Multi-Year Accessibility Plans</b></p> <p>Activo’s accessibility plan outlines strategies to meet accessibility obligations. HR and Senior Management will identify workplace barriers on an ongoing basis. HR will review the plan periodically and make changes as needed. Activo’s plan will be posted publicly on our website.</p>
<p><b>Feedback Processes</b></p> <p>Feedback process can be provided in person, by phone, email or mail. Accessible formats and supports are available upon request.</p> <p>Activo will review all feedback processes across the company and ensure all staff are aware of the need to accommodate upon request and how to handle said requests. This will be integrated into the required training on the Integrated Accessibility Standard (IASR) and AODA.</p>



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**Accessible Formats and Communication Supports**

Upon request, Activo will provide or arrange for accessible formats and communication supports in a timely manner, at no additional cost that is more than the regular cost charged to other persons, in consultation with the person with disability to determine the most appropriate format.

**Accessible Websites and Web Content**

Activo will review the company website to determine if it meets all WCAG 2.0/2.1 Level AA standards

**Workplace Emergency Response Information**

In the event that Activo becomes aware of an employee’s disability, the Company will ensure that the employee is provided with information on emergency response protocols that will take into account their individualized requirements. We will review individualized workplace emergency response information every year or as changes occur (e.g., legislative updates, job transfers, etc.). We will ensure the individualized emergency response information is updated and communicated to affected employees.

**Training**

All employees receive training on AODA/IASR (Ontario), Human Rights obligations, accommodating people with disabilities, receiving accessible feedback. New hires are trained during onboarding, with refreshers provided when policies change.

**Employment / Recruitment (General)**

Activo will include a statement in job advertisements notifying applicants that accommodations are available during the hiring process upon request.

**Recruitment, Assessment, Selection**

Activo will notify applicants that requests for accommodation are welcome. Activo will evaluate any requests and diligently work towards accommodation.

**Informing Employees of Supports**

Activo informs current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. New employees will be provided with accessibility policies and training as a part of the onboarding process. Activo will keep employees up to date on changes to policies/procedures relating to accommodation.

**Accessible Formats and Communication Supports for Employees**

When requested, Activo will provide accessible formats for job-related information and workplace communications.

**Documented Individual Accommodation Plans**



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Activo will develop a written process for implementing accommodation plans for persons with disabilities, which includes the above-prescribed elements. Activo will create a template to document individual accommodation plans when the need arises.

**Return to Work Process**

The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

Activo will review the current return-to-work process and develop a written process for implementing a return-to-work plan for persons with a disability that incorporates the above-prescribed elements. Activo will create a template to document the return-to-work process.

**Performance Management**

Activo will provide performance reviews in accessible formats upon request.

**Career Development and Advancement**

Activo will take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans (IAPs), when providing career development and advancement to its employees with disabilities.

**Redeployment**

Activo will take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans (IAPs), when reassigning employees to other departments or jobs within the company, as an alternative to layoff, or when a particular job has been eliminated by the company.

**Quebec and British Columbia Requirements**

Activo complies with the *Quebec Charter of Human Rights and Freedoms and CNESST guidelines for accommodation*.

This includes:

- Duty to accommodate employees with disabilities
- Inclusive hiring and HR practices
- Accessible communication

**British Columbia – Voluntary Alignment with ABCA**

Although Activo is not legally required to comply with ABCA, we voluntarily align with its principles.

Activo will consider and apply, where practical:

- To provide accessible feedback channels



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- Consider accessibility during policy reviews

## Feedback and Questions

You can request accessible formats or submit feedback in any of the following ways:

### In-person

90 Gough Rd Unit 1 Markham, ON L3R 5V5

### Phone

(905) 752-1900

### Email

[hrm@activo.ca](mailto:hrm@activo.ca)

### Mail

### HR Department

90 Gough Rd Unit 1  
Markham, ON L3R 5V5