



MULTI-YEAR ACCESSIBILITY PLAN

1. Introduction and Statement of Commitment

Crestview Strategy Inc (the “**Company**”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We will endeavour to provide our goods and services in a way that respects the independence and dignity of all persons and encourages integration and equality of opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) and Ontario’s accessibility laws.

As part of our commitment to meeting our obligations under the AODA, the Company has developed this multi-year accessibility plan which outlines our strategy to prevent and remove barriers and meet our requirements under the AODA.

This Multi-Year Accessibility Plan will be reviewed and updated by the Company at least once every five (5) years, and as required.

2. Accessible Customer Service

The Company is committed to providing accessible customer service to people with disabilities. The Company has implemented an Accessibility Policy to ensure that people with disabilities are treated with dignity and respect and have the same opportunity to access and benefit from our merchandise, facilities and services as other customers.

Status: Ongoing/**Complete**

The Company will:

- Develop a policy regarding accessible client service;
- Train client facing employees on accessible client service;
- Make the policy publicly available;
- Establish a feedback process for receiving feedback from the public about how we are providing services to people with disabilities; and
- Make the feedback process available in accessible formats.

3. Accessibility Policies

Status: Ongoing/**Complete**

The Company will:

- Develop, implement and maintain a corporate policy governing how we will achieve accessibility;
- Establish, implement, maintain and document a Multi-Year Accessibility Plan;
- Include within the Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate policy and Multi-Year Accessibility Plan available to the public and available in accessible formats upon request.

4. Training

Status: Ongoing/**Complete**

The Company will:

- Provide training on the requirements of the *Integrated Accessibility Standards Regulation* (the “IASR”) and on disability-related obligations under the Ontario *Human Rights Code* to our Ontario employees and employees outside of Ontario who provide services to Ontario customers, and any others who may be acting on our behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of the Company’s policies; and
- Maintain records of the dates when training is completed and the individuals who completed the training.

5. Information and Communication Standards

A. Accessible Websites and Web Content

Status: **Ongoing**/Complete

The Company will:

- Make any the Company’s internet websites and web content conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, except for the exclusions set out in the IASR.

B. Feedback, Accessible Formats and Communication Supports

Status: Ongoing/**Complete**

The Company will:

- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request;
- Upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform their job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability; and
- Consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support.

6. Employment Standards

A. Recruitment

Status: **Ongoing**/Complete

The Company will:

- On our Ontario job postings, specify that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request;
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of the Company's policies for accommodating associates with disabilities.

B. Informing Employees of Supports

Status: **Ongoing**/Complete

The Company will:

- Inform new hires of the Company's policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and/or information that is generally available to employees.

C. Documented Individual Accommodation Plans / Return to Work Process

Status: **Ongoing**/Complete

The Company will:

- Develop a written process for the development of individual accommodation plans;
- Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Company is aware of the need for accommodation due to the employee's disability;
- Where an employee requires assistance and with the consent of the employee, provide workplace emergency response information to the person designated by the Company to provide assistance to the employee; and
- Develop and document a return to work process for employees who have been absent due to a disability.

D. Performance Management and Career Development

Status: **Ongoing**/Complete

The Company will:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing the Company's performance management processes; and
- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering career development and advancement opportunities of employees with disabilities.

7. Questions

For more information about the Company's Multi-Year Accessibility Plan, please contact Matthew John, Chief Operating Officer.

Next Review Date: **February 6, 2028**