



MULTI YEAR ACCESSIBILITY PLAN

1. BACKGROUND AND PURPOSE

At Solace (the “Company”), we are committed to providing a respectful, welcoming, and accessible environment for all who use our facilities. We strive to operate in a way that respects the dignity and independence of individuals with disabilities. This Multi-Year Accessibility Plan describes the Company’s activities to meet the requirements of the Integrated Accessibility Standards (IAS) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and by preventing and eliminating barriers faced by persons with disability. This plan is effective until December 31, 2023.

2. STATEMENT OF COMMITMENT

The Company is committed to providing its products and services in a way that allows persons with disabilities to maintain their dignity and independence. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same products and services, in the same place and in a similar manner as other customers.

The Company is committed to ensuring that every person receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the AODA and its Regulations. The Company will meet the accessibility needs of persons with disabilities in a timely manner. To ensure compliance, we focus on building accessibility into both existing and new policies in order to achieve the most effective and efficient access to information for all individuals. We review and update policies and standards regularly to ensure high quality accessible services.

3. REVIEW

This Multi-Year Accessibility Plan will be maintained and updated as required. The current Plan is effective through to December 31, 2023 and will undergo a review and any required revisions by January 1, 2024.

4. AVAILABILITY

This Multi-Year Accessibility Plan is posted on the Company’s website and will be provided upon request to any member of the public in a hard, electronic or other Accessible Format.

5. ACCESSIBLE CUSTOMER SERVICE POLICY

The Company has implemented the *Customer Service Accessibility Policy* to ensure that our customers 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.

6. ACCESSIBLE EMERGENCY INFORMATION

The Company does not currently provide publicly available emergency information. If, in the future we provide such information to the public, we will do so in an accessible way upon request.



The Company provides employees with disabilities the opportunity to participate in the preparation of individualized emergency response information plans when necessary to assist them in the event of an emergency. Employee are made aware of this opportunity during new hire orientation and throughout their employment.

7. TRAINING

The Company provides training to employees on accessible customer service, Ontario's accessibility laws and human rights laws as they relate to individuals with disabilities. Training is provided in a way that best suits our associates' job duties and responsibilities.

Training is provided on:

- the requirements of the IAS;
- the *Human Rights Code* as it pertains to persons with disabilities; and
- the AODA Policies as required by the IAS.

Newly hired associates receive the required training as soon as practicable. The Company keeps a record of the training provided, including the dates on which the training is provided. Where applicable, the Company provides training or requires training for third parties who provide goods, services or facilities on behalf of the Company.

8. KIOSKS

The Company does not currently utilize self-service kiosks. If we do so at some future time, we will consider the needs of individuals with disabilities when procuring or acquiring such kiosks.

9. EMPLOYMENT STANDARDS

The Company is committed to fair and accessible employment practices. The Company accommodates individuals with disabilities during the recruitment and hiring processes and during employment as outlined below:

Recruitment and Selection:

The Company notifies its associates and the public of the availability of accommodation during the recruitment process. The Company will further notify all job applicants who are individually selected to participate in the selection process that accommodation is available upon request in relation to the assessment or selection process if the applicant requires accommodation due to a disability.

If an applicant requests accommodation, the Company consults with the applicant and provides or arranges for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notification to the Public & External Applicants: Accommodation During Recruitment

- This Multi-Year Accessibility Plan posted on the Company's website serves as notice to the public of the availability of accommodation during the recruitment process.
- The Company posts open positions on social media/job search websites and such postings include a notification of the availability of accommodation during the recruitment process.

Notification to Staff: Accommodation During Recruitment



- The Company posts positions available to internal candidates on its internal website. Such postings include a notification of the availability of accommodation during the recruitment process.

Notification: Accommodation During Selection

- Where an applicant is selected to participate in the selection process, Human Resources notifies the applicant of the Company's policies on accommodations for individuals with disabilities.
- Where, by reason of a disability, an applicant requests accommodation in respect of the selection process, the Company consults with the applicant for the purposes of determining an appropriate accommodation.
- Where the Company determines an applicant, due to a disability, requires accommodation during the selection process, the Company provides accommodation up to the point of undue hardship.

Notice to Successful Applicants

The Company ensures that when making offers of employment, Human Resources notifies the successful applicant of its policies on accommodating persons with disabilities. The Company also notifies successful candidates for employment of its policy regarding the accommodation of persons with disabilities in its offer letters.

Informing Employees of Support

The Company informs its existing employees and new hires of its policies on supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

The Company provides employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.

The Company posts a notification informing employees of the availability of accommodation during employment as well as its policies for the development of documented individual accommodation plans and return to work plans on its internal website.

Accessible Formats and Communication Supports

The Company will, 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.

The Company consults with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, the Company reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

A request for the provision of information in an Accessible Format and/or with a Communication Support may be made to the employee's immediate supervisor or Human Resources. Such requests will be addressed in accordance with the Company's regular procedure for accommodating employees with disabilities which includes the development of a documented individual accommodation plan in consultation with the employee.

Return to Work Process



The Company has a written process for employees returning to work who were absent due to a medical need, workplace illness or injury. This process is used to facilitate the return to work of any employee who is absent due to a disability and requires accommodations.

Career Development and Advancement

The Company takes into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to its employees with disabilities.

Managers are responsible for evaluating employee performance and when opportunities arise, identifying candidates deserving of consideration for career advancement. Managers receive training with respect to their obligation under the *Human Rights Code* not to discriminate against an employee on the basis of disability, including accommodation and accessibility training.

Design of Public Spaces

The Company works toward meeting the Accessibility Standards for the Design of Public Spaces with respect to service counters, when building or making major modifications to its public spaces.

The Company provides notice when there is a disruption to facilities or services (such as posting a notice to the entrance of the Company's offices) that are usually used by individuals with disabilities. Any such notice includes information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available. Any such notices are posted in a conspicuous area at or near the disrupted facility or service and/or on our website.

QUESTIONS ABOUT THE POLICY OR ACCESSIBILITY PLAN

For more information about the Company's Multi-Year Accessibility Plan please contact:

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