

AODA MULTI-YEAR ACCESSIBILITY PLAN

Accessibility Requirement	Individual Responsible	Due Date	Comments
CUSTOMER SERVICE			
Establish accessibility policies/procedures: <ul style="list-style-type: none"> • Customer Service Policy created • Statement of Commitment • Notice of Disruption • Emergency Response Plan 	HR/Management	April 20, 2026	In progress
Training employees who provide goods, services or facilities on behalf of Epsilon: <ul style="list-style-type: none"> • How to communicate and interact with people with disabilities who may use assistive devices and service animals 	HR	Ongoing	In progress
Develop a multi-year accessibility plan <ul style="list-style-type: none"> • Post on website 	HR	April 30, 2026	

INTEGRATED ACCESSIBILITY STANDARDS REGULATION			
<i>Information and Communication Standards</i>			
Customer feedback form: <ul style="list-style-type: none"> • How to receive and respond to feedback • Post on website 	HR	Ongoing	
Notice of availability	HR	Dec 2014	Completed

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<p>Accessible formats and communication support:</p> <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication support for persons with disabilities • Consult with person making request, to determine suitability of accessibility 	HR	Jan 2016	Completed
<i>Employment Standards</i>			
<p>Recruitment:</p> <ul style="list-style-type: none"> • Notice of available policies and accommodation • Provide suitable accommodation 	HR	May 2026	
Informing employees of supports	HR		
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information available to employees in workplace 	HR	June 2026	
<p>Documented individual accommodation plans:</p> <ul style="list-style-type: none"> • Employees requesting individual accommodation plans may participate in developing the plan • Means by which the employee is assessed on an individual basis • The manner by which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if and how the employer can accommodate the employee's disabilities • Protecting the employee's personal information 	HR	June 2026	

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<ul style="list-style-type: none"> • Frequency with which the individual accommodation plan will be reviewed and updated, and how it will be done • If a plan is denied, how to communicate the reasons for the denial to the employee • Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability 			
Return to work Process	HR	May 2026	
Performance Management	HR	May 2026	
<i>Transportation Standards</i>			
Transportation Standards refers to: bus, commuter rail, inter-city rail, light rail, subways, streetcars, taxicabs, ferries, transit buses and organizations that provide transportation services such as hospitals, public school boards, colleges and universities.	N/A	N/A	N/A
<i>Design of Public Spaces</i>			
Meet the Accessibility Standards for designing public spaces when building or making major renovations to public spaces e.g. waiting areas, access to buildings, washrooms	HR/Management	Ongoing	

This information will be made available in alternative format, upon request.