



MATRIX SCIENCES (CT Contract Testing Inc. International)
MULTI-YEAR ACCESSIBILITY PLAN 2025 – 2030

MATRIX SCIENCES MULTI-YEAR ACCESSIBILITY PLAN

The Accessibility for Ontarians with Disabilities Act (AODA)

The government of Ontario passed the Act in 2005 to remove barriers and make Ontario a welcoming and accessible place for persons with disabilities.

The Act sets out five accessibility standards in five key areas of daily living:

1. Customer service
2. Information and communications
3. Employment
4. Transportation (not applicable)
5. Built environment

Matrix Sciences AODA Policy & Statement of Commitment

Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Aligned with the Company's commitment to deliver barrier-free customer service, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) has created a framework to support this goal. Through the Accessibility Standards for Customer Service, people of all abilities will have access to the customer service they need. The framework applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – As reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents

The Provision of Goods and Services to Persons with Disabilities

Matrix Sciences will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality.
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual needs when providing goods and services; and

- Communicating in a manner that takes into account the customer's disability.

The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Matrix Sciences.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purpose of mobility, service will be provided in a location that meets the needs of the customer.

Assistive Devices Provided by Matrix Sciences.

The following assistive devices are available on a first come, first serve basis and upon request, to assist customers in accessing our goods and services:

- Walking Canes
- Wheelchairs

Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Matrix Sciences. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling, or storing of animals or parts of animals.

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold, or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold, or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as Pitbull) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Matrix Sciences. may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for always maintaining care and control of the animal.

Allergies

If a health and safety concern present itself for example in the form of a severe allergy to the animal, Matrix Sciences. will make all reasonable efforts to meet the needs of all individuals.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, Matrix Sciences. will ensure that both individuals are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Matrix Sciences will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Matrix Sciences. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Matrix Sciences goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur Matrix Sciences will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Matrix Sciences website.
- Contacting customers with appointments.

- Verbally notifying customers when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

Customer Feedback

Matrix Sciences shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the company website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Matrix Sciences International Inc. / Contract Testing Inc.

119 West Drive

Brampton, Ontario, L6T 2J6

Feedback@matrixsciences.com or at <https://contracttesting.com>

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- Every person who is an employee.
- Every person who participates in developing company policies.
- Every other person who provides goods or services on behalf of the company.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Customer Service Standards.

- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices.
 - Require the assistance of a guide dog, service dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Matrix Sciences policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Matrix Sciences will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Matrix Sciences will keep a record of the training that includes the dates training was provided and the number of employees who attended the training.

Notice of Availability and Format of Documents

Matrix Sciences shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Matrix Sciences the Matrix Sciences website and/or any other reasonable method.

If you have any questions or concerns about this policy or its related procedures, please contact:

Matrix Sciences International Inc./ Contract Testing Inc.
119 West Drive
Brampton, ON, L6T 2J6
(905) 456-0783
Feedback@matrixsciences.com or at <https://www.matrixsciences.com>

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.

AODA Protocols & Procedures

Service Disruption

In the event of service disruption, Matrix Sciences will notify the public of the service disruptions and alternatives available.

Training

Matrix Sciences will provide training to staff on the AODA, its associated regulations, and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the staff members.

January 2025 and ongoing:

- Ensure all staff complete the necessary training and refresher training annually
- Ensure all new staff complete the necessary training as soon as practicable as part of their onboarding process

Information and communications

Matrix Sciences will:

- make all websites and content conform with WCAG 2.0, Level AA and test, evaluate and redesign the website as necessary to meet the standard.

Matrix Sciences will ensure that existing **feedback processes** are accessible to people with disabilities upon request and provide various mechanisms for clients to provide feedback, including but not limited to client feedback forms, surveys, and on-line feedback. Matrix Sciences will regularly evaluate feedback and the effectiveness of the methods used, and take steps to address the issues and concerns.

Matrix Sciences will take the following steps to make sure all **publicly available information** is made accessible upon request:

- Post public notices advising clients and public (testers/invite-only) that they can request information in alternative formats.
- Upon request provide information in alternative formats.

Accessible Emergency Information

Matrix Sciences will provide clients and public (testers/invite-only) with emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Employment

Matrix Sciences will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Include a note in the job posting advising prospective internal and external job applicants that accommodations for applicants with disabilities will be provided on request.
- Notify job applicants who are invited to an interview or selection process that accommodations are available on request.
- Consult with job applicants to identify the supports they might need.
- Notify successful applicants of Matrix Science's policies for accommodation.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Matrix Sciences will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and for information that is generally available to other employees.

Matrix Sciences will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Documented Individual Accommodation Plans

Matrix Sciences will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to work process

Matrix Sciences will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability:

- Consult employees that have been absent due to a disability on the accommodation required
- Together with the employee develop individualized accommodation plans and/or return-to-work plans.
- Monitor and evaluate the implementation of the plans and make any adjustments as necessary.

Design of Public Spaces

Matrix Sciences will meet the accessibility standards for the Design of Public Spaces if building or making major modifications to public spaces. Public spaces include but are not limited to:

- Outdoor paths of travel, like walkways, ramps, stairs, and curb cuts.
- Accessible parking.
- Service-related elements like reception desks, service counters, and waiting areas.

For more information, please contact:

Matrix Sciences International Inc./ Contract Testing Inc.

119 West Drive

Brampton, ON, L6T 2J6

(905) 456-0783

Feedback@matrixsciences.com or at <https://www.matrixsciences.com>

MATRIX SCIENCES MULTI-YEAR ACCESSIBILITY PLAN 2025 – 2030

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
Customer Service <u>O. Reg. 429/07: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE under <i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i></u>				
<u>Establishment of accessibility policies</u> Policies, practices and procedures to be consistent with principles re dignity, independence, integration, equal opportunity as set out in O. Reg. 429/07, s. 3 (1-5).	- Develop policies - Ensured document is in an accessible digital format - Develop strategy to communicate policies to staff and individuals	HR	Jan 2024	Completed & Ongoing (yearly)
<u>Use of Service Animals and Support Persons</u> - Ensure person permitted to enter the premises with the animal and keep animal with him/her unless the animal is excluded by law from premises. O. Reg. 429/07, s. 4 (2). - If a service animal excluded by law ensure other measures available to enable person with disability to obtain, use or benefit from goods or services. O. Reg. 429/07, s. 4 (3). If person with a disability is accompanied by support person, ensure that both persons are permitted to enter the premises together and that person with disability is not prevented from having access to support while on premises. O. Reg. 429/07, s. 4 (4). - Provider may require person with disability to be accompanied by support person when on premises, but only if a support person is necessary to protect health or safety of person with disability or the health or safety of	- Incorporate requirements in policy - Develop training material Training inclusion for service animal and support person provided to staff dealing with public	HR Mgmt	Jan 2024	Completed & Ongoing (yearly training)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
others on premises. O. Reg. 429/07, s. 4 (5). Prepare documents describing policies, practices, procedures re matters governed by section and give copy on request. O. Reg. 429/07, s. 4 (7).				
<u>Notice of service disruptions:</u> - If there is a temporary disruption, give notice of disruption to public. O. Reg. 429/07, s. 5 (1). Notice must include information re reasons, anticipated duration, and alternative facilities or services where available. O. Reg. 429/07, s. 5 (2). - Post notice at conspicuous place on premises, website, or other methods O. Reg. 429/07, s. 5 (3). - Prepare document setting out steps to be taken if temporary disruption and, upon request, shall give copy to person. O. Reg. 429/07, s. 5 (4)	- Create templates - Notice will be posted at each location during time of closure	HR Mgmt	JUL 2026	Completed
<u>Training</u> Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: All employees - All persons who participate in developing the organization's policies, practices, procedures governing the provision of goods and services to persons with disabilities; to members of the public or other third parties. O. Reg. 429/07, s. 6 (1). Training to include:	- Deliver on-line training on Customer/Respondents Service Standard to office staff and management, maintain training logs - Deliver on-site training on Customer Service Standard to Field Ops staff, maintain training logs - Deliver on-line training on Customer Service Standard to new staff 1-2 weeks max after	HR Mgmt	Jul 2026	Completed & Ongoing (yearly training)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
• Purpose of act and policies, procedures and practices surrounding the legislation. • Instructions on how to: • interact/communicate with customers with various types of disabilities; • interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • use equipment or devices that are available at your premises or that may assist customers with disabilities; • Requirements set out in O. Reg. 429/07, s. 6 (2). • Training to be provided as soon as practicable after person assigned duties. O. Reg. 429/07, s. 6 (3). • Training to be provided on an ongoing basis re changes to the policies, practices, procedures O. Reg. 429/07, s. 6 (4). • Prepare a document describing training policy, include summary of contents of training and details of when training is to be provided. O. Reg. 429/07, s. 6 (5). • Keep records of training including dates provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6). • Training to be provided on an ongoing basis re changes to the policies, practices,	• onboarding, maintain training logs • Post notice of policy on website			

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
procedures O. Reg. 429/07, s. 6 (4). • Prepare a document describing training policy, include summary of contents of training and details of when training is to be provided. O. Reg. 429/07, s. 6 (5). • Keep records of training including dates provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6).				
<u>Feedback Process</u> • Establish process for receiving and responding to feedback about the manner in which goods or services are provided to persons with disabilities, and make information about process readily available to public O. Reg. 429/07, s. 7 (1). • Process must permit persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. O. Reg. 429/07, s. 7 (2). • Notification to the public about the availability of accessible formats and communication supports is required. • Process must specify the actions that provider must take if complaint is received. O. Reg. 429/07, s. 7 (3). • Prepare document describing feedback process and, upon request, give copy to	• Notices posted on website	HR Mgmt	AUG 2026	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
person. O. Reg. 429/07, s. 7 (4).				
<u>Availability of Documents and Accessible Formats</u> - Provide notice that documents required by this Regulation are available upon request. O. Reg. 429/07, s. 8 (1). - Notice may be given by posting the information at conspicuous place on premises, on website, or methods O. Reg. 429/07, s. 8 (2). If required to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. O. Reg. 429/07, s. 9 (1). - The provider and the person with a disability may agree upon the format to be used for the document or information. O. Reg. 429/07, s. 9 (2).	- Include requirement to comply with legislative requirements re notice and re request by individuals in policy - Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: - In a timely manner that takes into account the person's accessibility needs; - At no cost. - Consult with the person making the request to determine the suitability of an accessible format or communication support - Website in accessible format - Post notice on website	HR Mgmt	DEC 2026	Completed & Ongoing (yearly website revision)
<u>Accessibility Report</u> File report re accessibility standard for customer service. S. 11, O. Reg. 415/12, s. 1.		HR	2017 2026	Completed
General : Part 1 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11				

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Establishment of Accessibility Policies</u> - Develop, implement, maintain policies re how organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. O. Reg. 191/11, s. 3 (1). Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet accessibility needs in a timely manner in policies. O. Reg. 191/11, s. 3 (2). Note: not applicable - Prepare one or more written documents describing policies; and make the documents publicly available, and provide them in an accessible format upon request. O. Reg. 191/11, s. 3 (3)	- Commit to incorporate commitment to meet needs in a timely manner in areas such as information and communication - Develop, implement and maintain policies that set out activities to meet the IASR requirements and become more accessible. - Ensure documents are in an accessible digital format - Communicate policies to staff and individuals.	HR Mgmt	JAN 2024	Completed & Ongoing (yearly policies revision)
<u>Accessibility Plans</u> - Establish, implement, maintain and document a multi-year accessibility plan, outlining strategy to prevent and remove barriers and meet requirements under this Regulation; - Post plan on website, provide plan in accessible format on request; - Review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).	- Commit to develop, implement, and maintain a multi-year plan to extent reasonable. 5 - year plan to outline strategic direction to prevent and remove barriers and make accessible. - Seek regular input from staff. - Prepare annual status report on portions of the plan that are completed or need completion.	HR Mgmt	N/A	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Procuring or acquiring goods, services or facilities</u> - Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 4 (1). - If it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation. O. Reg. 191/11, s. 5 (2); O. Reg. 413/12, s. 4	- Commit to consider and incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, when it is practicable to do so. - Update procurement process and policy with requirements for accessibility features. - Plan purchase of new equipment with added accessibility features where possible. - Accessibility accommodations integrated into the purchasing process	HR Finance Mgmt		Completed & Ongoing: - purchasing practices takes into account accessibility options, subject to cost and need - policies revision
<u>Self-service kiosks</u> O. Reg. 191/11, s. 6:	N/A	N/A	N/A	N/A
<u>Training</u> (a) Provide training on requirements of accessibility standards in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, (b) all employees, and volunteers; (c) all persons who participate in developing the organization's policies; and (d) all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1). - Training on requirements of standards and on	- Provide online & in person training on IAS standards, Human Rights Code, and Discrimination and Harassment Policy - Maintain training record - Update and review AODA policies as required - Utilize online training i.e. Understanding Human Rights Training— AODA Edition (28 minutes)	HR Mgmt	JUL 2026	Completed & Ongoing (yearly training)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
Human Rights Code must be appropriate to duties of employees, volunteers and other persons. O. Reg. 191/11, s. 7 (2). • Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 191/11, s. 7 (3). • Provide training re any changes to policies described in section 3 on an ongoing basis. O. Reg. 191/11, s. 7 (4). • Keep record of training, including dates provided and number of individuals to whom it is provided. O. Reg. 191/11, s. 7 (5). • Meet the requirements of this section in accordance with the following schedule: For small organizations, January 1, 2016. O. Reg. 191/11, s. 7 (6).				
<u>Exemption from filing accessibility reports</u> Small organizations exempted from requirement to file accessibility reports under section 14 of Act with respect to accessibility standards in this Regulation. O. Reg. 191/11, s. 8 (1). (consistent with a phased approach to implementing the Act, allows exempted obligated organizations to focus efforts/resources on complying with standards. O. Reg. 191/11, s. 8 (2).			N/A	
Information and Communication: Part 2 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11				

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Definitions and Exceptions</u> - These standards don't apply to the following: - Products and product labels, except as specifically provided by this Part. - Unconvertible information or communications. - Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. O. Reg. 191/11, s. 9 (2). - If information or communications are unconvertible, provide requestor with explanation re why information or communications are unconvertible, and summary of the unconvertible information or communications. O. Reg. 191/11, s. 9 (3). - For purposes of this Part, information or communications are unconvertible if it is not technically feasible to convert the information or communications; or the technology to convert is not readily available. O. Reg. 191/11, s. 9 (4).				
<u>Feedback</u> Ensure processes for receiving and responding to feedback are accessible by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1). Notify public re availability of accessible formats and communication supports. O. Reg. 191/11, s. 11 (3).	- Ensure accessible process for receiving and responding to feedback - Post notice of policy on website - Provide or arrange for accessible formats and communications supports, upon request. - Monitor and evaluate feedback.	HR Mgmt	JUL 2026	Completed & Ongoing (feedback as received basis)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Accessible Formats and Communication Support</u> - Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: ➤ In a timely manner that takes into account the person's accessibility needs; ➤ At a cost that is no more than the regular cost charged to other persons. - Consult with the person making the request to determine the suitability of an accessible format or communication support - Notify public re availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (1 - 3).	- To post availability and make effort to meet individual requests prior to due date - Formats and communication supports, in a timely manner with no cost - Provide or arrange for supports, upon request and in consultation with the person. - Notify the public about accessible formats and communication supports that may be available Examples: large print, text transcripts, reading information aloud, written notes, communication assistant, repeating, or clarifying.	HR Mgmt	JUL 2026	Completed & Ongoing (yearly revision)
<u>Emergency procedure, plans or public safety information</u> If organization prepares emergency procedures, plans or public safety information and makes the information available to the public, provide information in accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1).	- Post emergency evacuation plan on site and do yearly drills - To provide emergency plans and procedures upon request in accessible format or with appropriate communication supports, as soon as practicable, if requested.	HR Mgmt	AUG 2026	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Accessible websites and web content</u> - All websites and web content - Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially O. Reg. 191/11, s. 14 (2); By January 1, 2014, <i>new</i> internet websites and web content on those sites must conform with WCAG 2.0 Level A for large organizations - Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. By January 1, 2016, <i>all</i> internet websites and web content must conform with WCAG 2.0 Level AA; Note: for large organizations Jan 2016 - By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).	Website compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. (2014)	HR Mgmt IT	DEC 2026	In Progress (Current Website not fully compliant) & Ongoing (yearly revisions)
Employment Standards : Part 3 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11				
<u>Recruitment, general</u> Notify employees and public re the availability of accommodation for applicants with disabilities in recruitment processes. O. Reg. 191/11, s. 22.	- Notify all applicants about accommodations for people with disabilities. - During recruitment, all applicants are made aware of the availability of accommodations.	HR	JAN 2024	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Recruitment, assessment or selection process</u> During process, notify applicants, when selected to participate in an assessment/selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1). If selected applicant requests an accommodation, consult with applicant and provide or arrange for provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2).	- Notify applicants contacted for interview that accommodations are available upon request, and in manner that takes into account applicant's accessibility needs. - Notify all applicants being interviewed that Matrix provides accommodations, in a manner that takes into account their disabilities.	HR	JAN 2024	Completed & Ongoing (yearly revision)
<u>Notice to successful applicants</u> Every employer shall, when making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities O. Reg. 191/11, s. 24.	At the offer of employment, successful applicants must be notified of policies of accommodation.	HR	JAN 2024	Completed & Ongoing (yearly revision)
<u>Informing employees of supports</u> - Inform all employees of policies used to support employees with disabilities (including, but not limited to, policies re job accommodations) - Provide information to new employees as soon as practicable after beginning employment. - Provide updated information to re changes to policies re provision of job accommodations that take into account an employee's accessibility needs due to disability O. Reg. 191/11, s. 25 (1 - 3).	- Provide current policies on disabilities and information supports as soon as practicable after employment. - Notify employees whenever there is a change to policies or accommodations.	HR	JAN 2024	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Accessible formats and communication supports for employees</u> - If employee with disability requests it, consult with employee to provide or arrange for the provision of accessible formats and communication supports for Information to perform job, and Information that is generally available to employees in workplace - Consult with employee in determining suitability of an accessible format or communication support. O. Reg. 191/11, s. 26 (1 - 2).	Employees are consulted on their needs for accessible formats and communication supports.	HR Mgmt	JAN 2024	Completed & Ongoing (yearly revision)
<u>Workplace emergency response information</u> - Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. If an employee who receives individualized workplace emergency response information (IWRI), requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee - Provide information required under this section as soon as practicable after becoming aware of need for accommodation	- Provide individualized workplace emergency response information, where Matrix is aware of the need for accommodation, as soon as is practicable after becoming aware of the need. - Provide information to the employee or designate (with employee's consent, to person designated by Matrix to provide assistance to the employee). - Manager explores emergency procedures for site/location and integrates that accommodation in the site/location's Emergency Plan.	HR Mgmt	JAN 2024	Completed & Ongoing (yearly revision)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
- Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization, their overall accommodations needs or plans are reviewed, and when employer reviews its general emergency response policies. O. Reg. 191/11, s. 27 (1 - 4). - Every employer shall meet the requirements of this section by January 1, 2012. O. Reg. 191/11, s. 27 (5).				
<u>Documented Individual Accommodation Plans (IAPs)</u> - Employers, other than employers that are small organizations, shall develop written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1). - The process for the development plans to include: ➤ The manner in which an employee requesting accommodation can participate in development of plan ➤ Means by which the employee is assessed on an individual basis; ➤ The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be	- Develop written process for the development of documented IAPs for employees, which includes: • Employee participation • Employee assessment • Privacy protocols • Protocol for providing IAP in appropriate accessible format. • If requested information on accessible formats and communication supports • If required, individualized workplace emergency response information • Accommodations will be provided where the associated costs are reasonable for the company	HR Finance Mgmt	JAN 2024	Completed & Ongoing (created as needed)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
achieved ➤ The manner in which the employee can request participation of a bargaining agent representative in the development of the plan, where the employee is represented by a bargaining agent, or other representative from the workplace, in development of the accommodation plan. ➤ Steps to protect privacy of employee's personal information ➤ Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done ➤ If a plan is denied, the manner in which the reasons for the denial will be provided to the employee ➤ The means of providing the plan in a format that takes into account the employee's accessibility needs ➤ Plans shall: ➤ if requested, include information regarding accessible formats and communications supports provided, as described in S. 26 ➤ if required, include individualized workplace emergency response information, as described in S. 27; and ➤ identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (1 - 3).				

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Return to Work Process</u> Every employer, other than an employer that is a small organization, shall: - Develop and have in place a return to work process for employees absent from work due to a disability and require disability-related accommodations in order to return to work; and - Outline the steps employer will take to facilitate return to work of employees who were absent because their disability required them to be away from work - Use documented individual accommodation plans as set out in S. 28, as part of process O. Reg. 191/11, s. 29 (1 - 3).	- Develop, implement and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations. - This process does not replace or override any other return to work process created by or under any statute	HR Mgmt	JAN 2024	Completed & Ongoing (created as needed)
Transportation Standards: Part 4 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 Transportation Standards refer 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. Conventional Transportation Services are considered public passenger transportation services such as transit buses, motor coaches or rail-based transportation i.e. the Toronto Transit Commission (TTC) Specialized Transportation Services are considered specialized transportation services that are available to the public, designed to transport persons with disabilities, are provided by a designated public sector organization i.e. TTC's Wheel-trans				
<u>Conventional and Specialized Transportation Service Providers, General, s. 39 – 40.</u>	The organization does not currently provide transportation services.			N/A
<u>Conventional and Specialized Transportation Service Providers, Accessibility Plans s. 41 – 43</u>				

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Conventional Transportation Service Providers, General</u> s. 44 – 52. <u>Conventional Transportation Service Providers, Technical Requirements</u> s. 53 – 62.				
<u>Specialized Transportation Service Providers</u> s. 63 – 74. <u>Other Transportation Services</u> O. Reg. 191/11, s. 75 – 77.	The organization does not currently provide transportation services.			N/A
Duties of Municipalities and Taxicabs O. Reg. 191/11, s. 80 (1 – 5)	The organization does not currently provide transportation services.			N/A
Design Of Public Spaces Standards (Accessibility Standards For The Built Environment: Part 4.1 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11				
<u>Definitions, Application and Schedule</u> “off-street parking facilities” includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities - Except as otherwise specified, applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. O. Reg. 413/12, s. 6.		Bldg. Owner		
<u>Exterior Paths of Travel</u> Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed	BR: Accessible route from parking to entrance is level, firm and slip resistant.	Mgmt Site Coord. Bldg.	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6. - Does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992. O. Reg. 413/12, s. 6. - Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	- Exterior walkways maintained and free from obstacles, snow and ice - Unilock area is not a designated walkway and there is signage indicating this. - Level ground on asphalt; gradual incline to door (with curb cut); bump at the door jam area NY: - Accessible route from parking to entrance is level, firm and slip resistant. - Exterior walkways maintained and free from obstacles, snow and ice	Owner		
<u>Exterior paths of travel, ramps</u> Ramp must meet the following requirements... O. Reg. 413/12, s. 6.	BR: Curb cut; no ramp; gradual incline to door NY: Curb cuts and ramps provided where required	Bldg. Owner	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)
<u>Exterior paths of travel, stairs</u> Where stairs connect to exterior paths of travel, the stairs must meet the following requirements...S. 80.24, O. Reg. 413/12, s. 6.	N/A	Bldg. Owner		
<u>Accessible Parking off-street parking</u> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. S.80.32, O. Reg. 413/12, s. 6.	BR: One designated space in front of main door NY: Accessible parking spaces available. Note: Parking Lot is a Common Element, as the location is within a larger office building environment	Bldg. Owner	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Access aisles</u> - Access aisles (the space between parking spaces that allows persons with disabilities to get in and out of their vehicles), must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities. - Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements: - They must have a minimum width of 1,500 mm. - They must extend the full length of the parking space. - They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface. S. 80.35, O. Reg. 413/12, s. 6.	BR: - Access aisles between spaces meet regulatory requirements. - Painted symbol on ground and standing sign. NY: - Access aisles between spaces meet regulatory requirements. Note: Parking Lot is a Common Element, as the location is within a larger office building environment - Accessible parking spaces clearly identified with signage.	Mgmt Site Coord.	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)
<u>Minimum number and type of accessible parking spaces</u> Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements..... S. 80.36, O. Reg. 413/12, s. 6.	Required number of accessible parking spaces met at both BR and NY locations.	Bldg. Owner	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)
<u>Signage</u> Ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an	BR: Painted symbol on ground and standing sign. NY: Accessible parking spaces clearly	Bldg. Owner	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the <i>Highway Traffic Act</i> . O. Reg. 413/12, s. 6.	identified with signage.			
<u>Service/Reception Counters</u> When constructing new service counters, which includes replacing existing service counters, the following requirements must be met: 1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters. (2) The service counter that accommodates mobility aids must meet the following requirements: 1. The countertop height must be usable by a person seated in a mobility aid. 2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required. 3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. S. 80.41, O. Reg. 413/12, s. 6.	BR: Accessible-height reception counter or alternative service option. Alternative secondary areas also have bells, greeting sign, sign-in. When visitors/public are expected (invite-only), staff come out and greet. NY: Accessible-height reception counter and alternative service option. Visitors are by invite-only. Lower shelf area; glass vestibule and reception area; when visitors/public are expected, staff come out and greet.	Mgmt Site Coord.	AUG 2026	Completed & Ongoing (quarterly inspections by JHSC)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
<u>Waiting areas</u> - When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. - For this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. S. 80.43, O. Reg. 413/12, s. 6.	BR: Accessible seating available for visitors. Visitor sign-in process accommodates accessibility needs. Staff able to provide accessible customer service. Alternative communication methods are available when needed. Written instructions can be provided to meet needs/instructions can be read aloud. NY: Accessible seating available for visitors. Visitor sign-in process accommodates accessibility needs. Staff able to provide accessible customer service. Alternative communication methods are available when needed. Written instructions can be provided to meet needs/instructions can be read aloud.	Mgmt Site Coord.	AUG 2026	Completed & Ongoing (quarterly inspections by JHSC)
<u>Maintenance of accessible elements</u> - In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: - Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under	Regular maintenance is performed on accessible elements of any public spaces. Written procedure in place to address contingency plans for periods in which there is a temporary disruption to an accessible element.	Mgmt Site Coord.	JAN 2024	Completed & Ongoing (quarterly inspections by JHSC)

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status Complete, In Progress, Ongoing
this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. S. 80.44, O. Reg. 413/12, s. 6.				