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|  | Integrated Accessibility Standard Requirements (IASR) Multi-Year Accessibility Plan | HR-SH564B | |
| | | Date: December 2023 | |
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Corporate Commitment

Superheat is committed to providing services and employment opportunities in a way that respects the dignity and independence of those with disabilities. Superheat will make every effort to remove barriers and accommodate individuals with disabilities in a timely and appropriate manner. This is a fundamental human right provided under the Canadian Charter of Rights and Freedom, the Ontario Human Rights Code and as directed by the Accessibility for Ontarians with Disabilities Act (AODA) 2005.

Superheat has made great efforts to remove barriers in its facilities, communications and employee experience and will continue to do so on an on-going basis.

A barrier is described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Purpose of the Multi Year Accessibility Plan

The information below describes the requirement, process and status by which Superheat will identify, remove and prevent barriers for people with disabilities under the IASR, Integrated Accessibility Standard Regulations within the Accessibility for Ontarians with Disabilities Act (AODA).

Plan review

This plan will be reviewed every five years.

Accessible Format

This plan document is available in accessible formats, upon request.

| Deadline for completion | Integrated Accessibility Standard Requirements | Process to meet requirement/remove barrier | Status of Requirement |
|-------------------------|--|--|-----------------------|
| Jan 1, 2014 | Part I – General Requirements | | |
| | Develop and maintain accessibility policies regarding how Superheat achieves accessibility | Develop corporate commitment and AODA policy | Complete |
| | Establish and implement a multi-year accessibility plan which outlines strategy to remove barriers | Develop multi- year accessibility Plan to be made available to employee’s and the public | Complete |

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| | Post Superheat's multi-year accessibility plan on company website and provide copy if requested | | Complete |
| | Provide the plan in accessible format, if requested | | Complete - As requested |
| | Develop accessibility plans as required within the Integrated Accessibility Standards Regulation (IASR) | Create Integrated Standards Policies that apply to the organization | Complete |
| | Review of building layout and facilities to identify any existing and future barriers | Relocation and construction of washroom facilities to main level | Completed and On-going Reviewed annually |
| | Ensure training is provided on the requirements of the accessibility standards for all employees as referred in the Regulation and on the Human Rights Code as it pertains to individuals with disabilities. Training shall be as soon as practicable | Training provided to all employees upon hire during onboarding process | Complete |
| | Training should be job-related, appropriate to the duties of the employee, and provided in the most appropriate manner and method. | Training is given in a manner that is job relevant | On-going – updated with position change |
| | Review and update accessibility plans every 5 years | | On-going |
| Jan. 1, 2015 | Part II- Information and Communication Standards | | |
| | Outline process for receiving and responding to feedback in accessible formats, if requested. This includes feedback from the general public, clients and employees | Process outlined in IASR Customer Service Standard, available upon request | Complete |
| Jan 1, 2016 | Provide communication supports in accessible formats to individuals with disabilities, upon request | | Complete -As requested |

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| Jan 1, 2014 | Internet and intranet website and content to conform with WCAG 2.0 Level A | Consultation with IT to plan for configuration | Complete |
| Jan. 1, 2021 | Internet websites and web content conform with WCAG 2.0 at Level AA | Consultation with IT to plan for configuration | Complete |
| Jan. 1, 2016 | Part III - Employment Standards | | |
| | <p>Notify employees and the general public of the availability of accommodation for applicants with disabilities during the recruitment and selection process</p> <p>If a selected applicant requires accommodation during the assessment process, consult with the applicant and arrange for provision of suitable accommodation taking into account the applicants accommodation needs</p> | <p>Notification is included in both internal and external job postings, and company website</p> <p>Notify applicants when selected that accommodation is available upon request</p> | Complete |
| | Notify successful applicants Superheat has accommodation policies for employees with disabilities | Notification of accommodation policies and process is included in offers of employment | Complete |
| | Inform employees of Superheat's policies used to support employees with disabilities. Provide information to new employees upon hire as soon as practicable | Training is completed at time of hire and policy is posted on corporate intranet and employee communications | Complete |
| | Inform employees of process to develop individual accommodation plans for employees with disabilities or medical conditions | Process outlined in IASR Employment Standard | Complete |
| Jan 1, 2012 | <p>Provide individualized workplace emergency Response plans to employees with disabilities</p> <p>If an employee who receives an individualized plan requires</p> | Notify employees upon hire that individual emergency response plans will be completed upon request and reviewed as needed and annually | Complete |

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| | assistance, with the employee's consent the employer shall provide the plan to the person designated to provide assistance to the employee in the event of an emergency. | | |
| | Review individualized emergency response plans when employee's change positions, move locations in the organization, and when emergency response plans are reviewed | Review emergency response plans as part of a position change | Complete |
| | Consider accessibility needs of employees with disabilities when using performance management process | Process outlined in IASR Employment Standard, available upon request Review performance management needs of employee in relation to individualized accommodation plan | Complete |
| | Consider accessibility needs of employees with disabilities and accommodation plans when providing career development and/or advancement | Process outlined in IASR Employment Standard, available upon request Review individualized accommodation plans for adjustments needed | Complete |
| | Develop and implement a return work process for employee's that require accommodations after a disability related absence Outline the steps to facilitate the return to work process Individual accommodation plans will be part of the process | Process outlined in IASR Employment Standard, available upon request | Complete |
| | Review accessibility needs of employees when redeploying employees | Process outlined in IASR Employment Standard, available upon request | Complete |