



Accessibility Policy and Multi-Year Accessibility Plan

This multi-year plan outlines how Cooley Group is committed to the requirements set by the AODA Integrated Accessibility Standard and will address any accessibility barriers for those with disabilities with regards to customer service, information and communications and work to prevent and remove any future barriers.

Statement of Commitment

Cooley Group is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal 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 by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Accessible Emergency Information

Cooley Group is committed to providing customers and suppliers with emergency information in an accessible way upon request. We will also provide our team members with disabilities with individualized emergency response information when necessary.

Training

Cooley Group will provide training to team members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. This training will be provided in a way that best suits the duties of team members.

Information and Communications

Cooley Group is committed to meeting the communication needs of people with disabilities and has updated its website and content to conform to WCAG 2.0, Level A (completed) and WCAG 2.0, Level AA (completed).

Cooley Group is committed to meet the needs of individual Team Members with disabilities using technologies such as those included in Microsoft Windows to remove barriers and improve the user electronic and visual interface.

Feedback

Feedback about the delivery of services to persons with disabilities is welcomed. Such feedback may be made by telephone, in person, in writing or by email. Such feedback shall be forwarded to Human Resources. The Company will make best efforts to provide a response in a timely manner, and in the same format in which the feedback was received.

Building and Site Accessibility

Cooley Group is committed to meeting the needs of its Team Members and visitors with disabilities and has taken the following steps to meet those needs:

- 1) Entrance walkway sloped ramp – completed
- 2) Restricted parking space – completed
- 3) Accessible front entrance doors – completed
- 4) Accessible entrance phone – completed
- 5) Accessible office area washrooms – completed
- 6) Prevent and remove barriers when planning new capital projects – ongoing
- 7) Prevent and remove barriers in areas where Team Members with disabilities work – as required

Employment Policies and Practices

Cooley Group is committed to meeting the needs of its Team Members and potential new hires and will take the following steps to address those needs:

- 1) Employment postings will state we are committed to fair and accessible employment practices.
- 2) External candidates with disabilities will be accommodated during the recruitment and assessment process.
- 3) Where possible Cooley Group will attempt to accommodate new Team Members with disabilities into roles where they can be successful on both a personal and corporate level.
- 4) Cooley Group reviews current Human Resource policies to ensure they best address AODA needs.
- 5) Cooley Group reviews current return-to-work policies for employees that have been absent due to a disability.
- 6) Cooley Group reviews its current emergency evacuation policy to ensure it meets the needs of Team Members or visitors with disabilities.

AODA Requirements

Cooley Group meets the following additional requirements:

- 1) Develop and release a Customer Service Standard – completed
- 2) Develop an Accessibility Standards Policy – completed
- 3) Develop a Statement of organizational and public commitment – completed
- 4) Develop a multi-year accessibility plan (completed) and post on its website – completed
- 5) Communicate AODA requirements to all team Members – completed

More Information

For more information on this accessibility plan please contact Jolanta Brzezinska at brzezinskaj@cooleygroup.com.

Last Reviewed: May 2026