



CONTINUAL ENERGY INC. MULTI-YEAR ACCESSIBILITY PLAN

Continual Energy Inc. (CEI) is committed to achieving compliance with current and evolving standards of accessibility contained in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to conducting business in a manner that respects the dignity and independence of persons with disabilities.

The Multi-Year Accessibility Plan (“MYAP”) outlines our strategy and actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the AODA. The current plan covers a four-year period (2023 – 2027). Our MYAP is reviewed and updated once every four years, at a minimum, to identify progress made in addressing barriers.

CEI’s MYAP focuses on our achievements and initiatives in respect of the AODA’s Accessibility Standards in the areas of Customer Service, Information and Communications, Feedback, Employment and Design of Public Spaces

CUSTOMER SERVICE STANDARD

CEI is taking measures to ensure that its policies, practices and procedures are consistent with the principles of providing its services in a manner that respects the dignity and independence of persons with disabilities.

CEI has implemented the following measures:

- The Customer Service Accessibility Policy has been published on our website and all corporate communication boards;
- Our Customer Service -Statement of policy and procedure has been created and distributed to our employees to support our customer service accessibility program and is accessible upon request;
- The Multi-Year Accessibility Plan has been published on our website;
- Training has been provided to our employees and will be provided on an ongoing basis to address interacting with and accommodating persons with disabilities.
- We are tracking and recording the completion of staff training.
- A process will be established for customers to provide feedback regarding how we provide goods and services to people with disabilities.
- Persons with disabilities who are accompanied by a support person or by a service animal will be allowed in the public areas of our facilities.
- We will file our compliance reports every three years as required by the AODA

INFORMATION AND COMMUNICATIONS STANDARD

In accordance with the AODA’s Information and Communication Standard, CEI will:

- Ensure our websites and web content conform with Level AA of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 ;

- Notify the public and provide, on request, accessible formats and supports for persons with disabilities in a timely manner and at no additional cost;
- Establish a feedback process that is accessible, ensuring alternative formats are also available, such as, telephone inquiries, email, and in-person. These processes will be communicated and available upon request.

EMPLOYMENT STANDARD

CEI is committed to inclusive and accessible employment practices. We have implemented the following measures to address accommodation of employees with disabilities:

- CEI notifies candidates and employees of the availability and process of accommodation in the recruitment process, in job postings, interviews, selection, and assessments;
- We provide this information to new employees in our onboarding process and updated information on accommodation policies to employees when changes occur;
- We consult with employees to determine suitability of formats or supports;
- We have processes in place to support employee workplace accommodation requests following absences from work and during an employee's employment;
- We provide documented individual accommodation plans;
- We train our employees in a way that best suits the nature of their work on accessibility standards and human rights legislation, as it pertains to people with disabilities;
- An emergency response plan will be provided to employees who have advised us that they have a disability and require assistance in the event of an emergency.

DESIGN OF PUBLIC SPACES

CEI does not have any plans to create new public spaces or make major changes to existing ones in any of our facilities to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable.

If we make plans to improve or construct any areas to which the Design Standard applies, such as to outdoor walkways, ramps, and interior service or waiting areas, we will comply with the Design Standard.

We will implement procedures for the preventative and emergency maintenance of the areas to which the Design standard applies.

If there is a temporary disruption to the accessible features of public spaces, we will establish procedures for dealing with this.

The Company's Multi Year Accessibility Plan is available in accessible formats upon request.

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