

# Salthill's Multi-Year Accessibility Plan 2026-2030

## Introduction

Salthill Capital Corp. and its subsidiaries ("Salthill") have developed this Multi-Year Accessibility Plan in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 ("IASR"). This plan outlines Salthill's strategy to identify, remove, and prevent barriers for individuals with disabilities and to ensure ongoing compliance with accessibility standards.

This plan is a living document that reflects both ongoing compliance requirements and continuous improvement initiatives. Salthill will maintain, review, and update this plan in alignment with legislative requirements and organizational priorities.

## Statement of Commitment

Salthill Capital is committed to advancing accessibility as an ongoing organizational priority and to ensuring equal access and participation for people with disabilities across all areas of its operations. Over the course of this multi-year plan and beyond, Salthill will continue to identify, remove, and prevent barriers in a timely manner while meeting the requirements of the Accessibility for Ontarians with Disabilities Act. Salthill is dedicated to fostering an inclusive, barrier-free environment that respects dignity, independence, integration, and equal opportunity for all employees, tenants, investors, and stakeholders, recognizing that accessibility is a shared responsibility and an essential component of its long-term approach to doing business.

## Accessibility Plan Overview

### General Requirements

Salthill will maintain written accessibility policies that outline how the organization meets its obligations under the IASR. These policies will be publicly available and provided in accessible formats upon request. Accessibility considerations will be integrated into organizational decision-making, including procurement, project planning, and service delivery.

Throughout the 2026–2030 period, Salthill will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. The organization will document and consider accessibility requirements as part of vendor selection and operational processes, consistent with IASR general requirements.

### Customer Service

Salthill will continue to provide accessible customer service in accordance with the AODA Customer Service Standard. Policies and procedures will be maintained to

ensure individuals with disabilities receive services in a manner that respects their dignity and independence.

From 2026 to 2030, Salthill will maintain employee training on accessible customer service practices and ensure that all new employees receive this training as part of onboarding. Refresher training will be provided periodically to reinforce best practices and address any changes in legislation or internal policies. Salthill will continue to allow the use of assistive devices, service animals, and support persons and will ensure that accessibility is considered in all interactions with clients and stakeholders.

### **Information and Communications**

Salthill will ensure that information and communications are accessible to individuals with disabilities by providing accessible formats and communication supports upon request and in a timely manner. The organization will consult with individuals requesting accommodations to determine suitable formats.

During the term of this plan, Salthill will maintain and monitor its digital content to ensure compliance with applicable accessibility standards for websites and web content, including WCAG requirements. Publicly available information, including policies, forms, and communications, will be reviewed periodically to ensure accessibility and usability. Emergency procedures, plans, and public safety information will also be made available in accessible formats upon request.

### **Employment**

Salthill is committed to providing an inclusive and accessible workplace and will continue to implement employment practices that comply with the IASR Employment Standard.

Throughout this multi-year plan, Salthill will notify job applicants of the availability of accommodations during recruitment, assessment, and selection processes. Successful candidates will be informed of the organization's policies supporting employees with disabilities. Salthill will maintain processes for providing accessible formats and communication supports to employees upon request.

To request reasonable accommodation during the recruitment process or if any assistance with the application process is needed, please contact Human Resources at:

**By Email:** [salthill-humanresources@salthillcapital.com](mailto:salthill-humanresources@salthillcapital.com)

**By Telephone:** 416.922.5553

The organization will continue to develop and maintain documented individual accommodation plans and return-to-work programs where required. Accessibility considerations will be incorporated into performance management, career development, advancement, and redeployment processes. Workplace emergency response information will be provided to employees with disabilities where necessary.

### **Training**

Salthill will provide training on the requirements of the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code as it relates to individuals with disabilities. Training will be provided to all employees as part of onboarding and on an ongoing basis as required to support continued compliance and awareness. Salthill will maintain records of training completion to demonstrate compliance with legislative requirements and to support continuous improvement in accessibility practices.

### **Design of Public Spaces**

Salthill will meet the requirements of the Design of Public Spaces Standard when constructing new public spaces or making major modifications to existing spaces. Accessibility features will be incorporated into the design and redevelopment of facilities to ensure accessibility for all users.

Salthill will also maintain procedures for addressing temporary disruptions to accessible elements. In the event of a disruption, the organization will provide notice that includes information about the disruption, its expected duration, and available alternatives.

### **Disruption of Service**

Salthill will notify the public of temporary disruptions to accessible services or facilities in a timely manner. Notices will include the reason for the disruption, its anticipated duration, and any alternative solutions available. Communication methods will vary depending on the nature of the disruption and may include on-site signage, digital communication, or direct notification.

### **Feedback Process**

Salthill values feedback as an essential component of continuous improvement in accessibility. Individuals are encouraged to provide feedback on accessibility barriers or experiences through available communication channels, including email, telephone, or written correspondence. Salthill will respond to feedback in a timely manner and will provide responses in accessible formats upon request.

**By Telephone:** 416.922.5553

**In Writing:** 1001 - 130 Bloor Street West, Toronto, ON M5S 1N5

**By Email:** [info@salthillcapital.com](mailto:info@salthillcapital.com)

## **Implementation, Monitoring, and Reporting**

Salthill will implement this Multi-Year Accessibility Plan through departmental accountability and ongoing monitoring of accessibility initiatives. Progress will be reviewed regularly to ensure that the organization continues to meet its accessibility objectives and legislative obligations.

The organization will track key accessibility activities, including training completion, policy updates, and accessibility improvements to facilities and digital platforms. Where applicable, Salthill will prepare internal status updates on progress and will make information available as required to demonstrate compliance with AODA requirements. Accessibility will be incorporated into ongoing operational reviews to ensure continuous improvement.

## Review Process

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, or more frequently if required by legislative changes or organizational needs. Salthill will continue to monitor its policies, practices, and procedures to ensure ongoing compliance with accessibility standards and to support the continuous improvement of its accessibility initiatives.

## Availability of the Plan and Contact Information

This Multi-Year Accessibility Plan will be posted on Salthill's website and will be provided in accessible formats upon request. For more information, feedback, or to request an accessible version of this document, individuals may contact Salthill's Human Resources department by calling 416.922.5553 or emailing [salthill-humanresources@salthillcapital.com](mailto:salthill-humanresources@salthillcapital.com).