

RBR Multi-Year Accessibility Plan

2026–2031

At RBR, we are committed to making our workplace, services, and hiring processes accessible to everyone. We believe people with disabilities should have equal access and opportunities, and should be treated with dignity, respect, and independence.

We work to identify, prevent, and remove barriers to accessibility and to meet our requirements under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**.

This Multi-Year Accessibility Plan outlines how RBR works to prevent and remove barriers to accessibility. It covers the period from 2026 to 2031 and will be reviewed annually and formally updated at least once every five years, as required under the AODA.

Accessibility policies and plan

Status: Complete

RBR has:

- Developed, implemented, and maintains an accessibility policy that outlines how we meet the accessibility needs of people with disabilities in a timely manner.
- Made our accessibility policy publicly available and available in an accessible format upon request.
- Established and implemented this Multi-Year Accessibility Plan, which is posted on RBR's website and available in an accessible format upon request.
- Committed to reviewing and updating this plan at least once every five years.

Training

Status: Complete

RBR:

- Provides accessibility training appropriate to the duties of employees, volunteers, and others who develop RBR's policies or provide goods, services, or facilities on our behalf. Training covers the requirements of the AODA's accessibility standards and the Human Rights Code as it relates to people with disabilities.
- Provides training to new employees and volunteers as soon as practicable after they join RBR and provides updated training whenever our accessibility policies or applicable legislation changes.
- Maintains records of accessibility training, including training dates and the number of people trained.

Accessible customer service

Status: Complete

RBR:

- Provides accessible customer service training to all new hires. Training for all other Ontario-based employees was completed in 2024.
- Ensures our processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for accessible formats and communication supports upon request.
- Has a feedback process in place for the public to share input on how RBR provides services to people with disabilities (see Feedback and contact information below).

Information and communication

Accessible websites and content

Status: Complete

In 2025, RBR completed a full overhaul of its website to conform with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, addressing all applicable accessibility, usability, and compliance requirements.

RBR will continue to monitor and maintain the accessibility of its website as content and technology evolve.

Feedback, accessible formats, and communication supports

Status: Complete

RBR:

- Provides or arranges for accessible formats and communication supports for people with disabilities upon request, in a timely manner and at no additional cost. We consult with the person making the request to determine the format or support that works best for them.
- Notifies the public that accessible formats and communication supports are available.
- Provides any emergency procedures, plans, or public safety information we make available to the public in an accessible format or with appropriate communication supports, as soon as practicable upon request.

Employment standards

Status: Complete

RBR is committed to making our employment practices accessible throughout the employee experience.

Recruitment

RBR:

- States in every job posting, whether internal or external, that accommodation is available throughout the recruitment process, including on the Careers section of our website.
- Advises applicants selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or process being used, and consults with applicants who request accommodation.
- Notifies successful applicants of RBR's policies for accommodating employees with disabilities when making an offer of employment. Details of RBR's accommodation practices and accessibility policy are also provided during onboarding.

Informing employees of supports

RBR:

- Informs employees, including new hires as soon as practicable after they begin employment, about our policies supporting employees with disabilities, including job accommodation policies, and keeps employees up to date when those policies change.
- Makes copies of these policies available to employees through RBR's internal shared wiki.

Accessible formats and communication supports for employees

Upon request from an employee with a disability, RBR consults with the employee and provides or arranges for accessible formats and communication supports for information needed to perform their job and information generally available to employees.

Individualized workplace emergency response information

RBR provides individualized workplace emergency response information to employees whose disability requires it.

With the employee's consent, we share this information with anyone designated to assist them. We review the information when an employee changes location, when their accommodation needs are reviewed, or when RBR reviews its general emergency response policies.

Documented individual accommodation plans and return to work

RBR maintains a written process for developing individual accommodation plans for employees with disabilities. This process addresses how employees participate in developing their plans, individual assessment, the option to request an outside medical or other expert evaluation at RBR's expense, representation, privacy, review and updates, communication of reasons where an accommodation plan is denied, and providing plans in an accessible format.

RBR also maintains a documented return-to-work process for employees who have been absent due to disability and require accommodation to return to work. This process incorporates individual accommodation plans and does not replace any return-to-work process required under other legislation.

Performance management, career development, and redeployment

RBR takes into account the accessibility needs of employees with disabilities and their individual accommodation plans when conducting performance management, providing career development and advancement opportunities, and redeploying employees.

Feedback and contact information

Your feedback helps us improve accessibility at RBR. If you have feedback about this plan, RBR's accessibility policy, or the accessibility of our services, please contact us:

By mail

RBR
359 Terry Fox Drive
Ottawa, ON K2K 2E7

By phone

613-599-8900

By email

hr@rbr-global.com

You will not be charged for an accessible format or communication support provided in response to a request.

Last updated: January 2026

This plan is reviewed annually and formally updated at least once every five years.

Next scheduled update: January 2031