

Accessibility Policy

Organization: Voltera Inc.

Last Review Date: April 6, 2026

Next Review Date: April 5, 2031

Public Availability: This policy is posted on Voltera's public website and is available in accessible formats upon request.

1. Statement of Organizational Commitment

Voltera Inc. ("Voltera") is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and Ontario's accessibility laws.

Voltera is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* ("the Code") respecting non-discrimination.

Voltera understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.

Voltera is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2. Accessibility Standards

Voltera meets accessibility requirements through compliance with the *Integrated Accessibility Standards Regulation* ("IASR") under the AODA.

2.1 Employment

We notify employees, job applicants, and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization;
- When the employee's overall accommodations needs or plans are reviewed; and
- When the employer reviews its general emergency response policies.

2.2 Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Code that relate to persons with disabilities.

In addition, we will train:

- All persons who participate in developing the organization's policies; and
- All other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards

- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided in our Human Resources Information System ("HRIS").

2.3 Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

2.4 Communication

Voltera is committed to communicating with persons with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

2.5 Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario



- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

2.6 Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

2.7 Notice of temporary disruption

In the event of a planned or unexpected disruption to facilities or services that people with disabilities rely on, Voltera will provide notice as soon as practicable. Notices will include the reason for the disruption, anticipated duration, and available alternatives, where applicable.

Notices will be provided in accessible formats and posted in appropriate locations or communication channels.

3. Feedback Process

Voltera welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- By email: accessibility@voltera.io
- By phone: 1-888-381-3332
- By mail or in person: Voltera Inc., Attn.: Operations Department, 180 Northfield Drive West, Unit 2, Waterloo, ON, N2L 0C7

All feedback, including complaints, will be reviewed by a member of the Operations team. They will review and assess all feedback received with respect to Voltera's accessibility practices and policies.

Voltera will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

4. Availability of Documents

This Accessibility Policy and Voltera's Multi-Year Accessibility Plan are posted on the Accessibility page of Voltera's website.



Accessible formats and communication supports are available upon request at no additional cost.

5. Changes to Existing Policies

Any policies of Voltera's that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

6. Policy Review

This policy is reviewed at least once every five (5) years, or earlier when there is a change to the AODA, the IASR, or Voltera's practices, policies, and/or procedures to ensure the plan is up to date and all AODA requirements are integrated.

