

ICON

MULTI-YEAR ACCESSIBILITY PLAN (2026–2030)

ICON Digital Productions Inc. and its subsidiaries (collectively referred to as 'ICON')

ICON strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

ICON is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every five years.

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 and the number of individuals to whom it was provided.

Section 1: Past Achievements to Remove and Prevent Barriers

ICON has completed the following accessibility initiatives:

Customer Service

ICON is committed to providing accessible customer service to people with disabilities.

The Company has maintained and continues to advance the following initiatives:

- Implemented accessible customer service policies.

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- Trained staff on accessible service delivery.
- Established accessible feedback processes.
- Ensured feedback processes are available in multiple accessible formats (e.g., email, phone, in-person).

Information and Communications

ICON is committed to making information and communications accessible.

The Company has maintained and continues to advance the following initiatives:

- Provided accessible formats upon request.
- Maintained accessible feedback channels.
- Consulted with individuals requesting accessible formats, as needed, to determine and provide appropriate communication supports.
- Ensured publicly available emergency and safety information is accessible upon request.

Employment

ICON is committed to fair and accessible employment practices.

The Company has maintained and continues to advance the following initiatives:

- Implemented accommodation and return-to-work processes.
- Provided individualized workplace emergency response information, as needed, to employees with disabilities.
- Integrated accessibility into recruitment.
- Included accessibility and accommodation statements in job postings (AODA support statement and invitation for accommodation requests).
- Notified applicants that accommodation is available throughout the recruitment and hiring process.
- Consulted with applicants requesting accommodation and provided appropriate support.
- Informed successful candidates of policies supporting employees with disabilities.
- Maintained an Integrated Accessibility Standards Policy supporting accessible employment practices.

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- Considered accessibility needs in performance management, career development, and redeployment.

Procurement

ICON is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

The Company has continued the following initiatives:

- Considered accessibility when selecting and purchasing digital tools, platforms, and services.
- Collaborated with vendors and service providers to ensure accessibility requirements are understood and addressed where applicable.
- Incorporated accessibility considerations into purchasing decisions when feasible.
- Increased awareness of accessibility requirements among employees involved in procurement.

Training

ICON is committed to providing accessibility training.

The Company has maintained and continues to advance the following initiatives:

- Delivered AODA and Human Rights Code training.
- Trained all staff and new hires.
- Maintained records of training provided, including dates and number of individuals trained.

Design of Public Spaces

ICON is committed to meeting the Accessibility Standards for the Design of Public Spaces when building or making modifications to public areas, including reception, and waiting areas.

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The Company has continued the following initiatives:

- Maintained an accessible reception area, including seating arrangements that accommodate individuals with disabilities, as needed.
- Maintained service counters and waiting areas with consideration for accessibility for clients, visitors, and employees.
- Implemented procedures to address temporary disruptions to accessible areas and to notify visitors of alternatives when required.
- Considered accessibility when making updates or modifications to office spaces.

Section 2: Strategies and Actions (2026–2030)

Customer Service

ICON is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

The Company has created and put in place a customer service plan that:

- Ensures ongoing staff training (annually).
- Maintains annual policy review.
- Maintains accessible feedback channels.
- Continues to provide accessible communication methods and supports upon request.

Information and Communications

ICON is committed to making our information and communications accessible.

The Company has created and put in place a communications plan that:

- Continues to review and improve website accessibility to align with WCAG 2.0 Level AA standards (ongoing).
- Provides accessible formats upon request.
- Improves internal communications accessibility.

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- Consults with individuals requesting accessible formats to determine appropriate support as needed.

Employment

ICON is committed to fair and accessible employment practices.

The Company has created and put in place an employment plan that:

- Maintains accommodation processes (ongoing).
- Trains managers (annually).
- Ensures accessible performance management as required.
- Continues to include accessibility and accommodation statements in job postings.
- Ensure applicants are informed of accommodation availability throughout recruitment.
- Maintains and reviews individual accommodation plans and return-to-work processes, as required.
- Maintains individualized workplace emergency response information, as required.
- Reviews and updates accessibility policies as required.

Procurement

ICON is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

The Company has created and put in place a procurement plan that:

- Considers accessibility requirements as part of procurement processes and decision-making.
- Includes accessibility criteria in requests for proposals (RFPs) and vendor evaluations where applicable.
- Considers and communicates accessibility requirements to third-party vendors and service providers, as applicable.
- Provides training to employees involved in procurement on accessibility requirements, as appropriate.

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- Reviews procurement practices periodically to ensure continued compliance with accessibility standards.

Training

ICON is committed to providing training in accessibility laws.

The Company has created and put in place a training plan that:

- Provides training to all staff (ongoing).
- Updates training materials as needed.
- Maintains training records in accordance with AODA requirements.

Design of Public Spaces

ICON will meet accessibility laws when building or modifying public spaces.

The Company has created and put in place a plan for public spaces that:

- Ensures compliance during renovations (as needed).
- Maintains accessible environments (ongoing).
- Maintains procedures for preventing and addressing service disruptions to accessible areas.
- Provides notice of disruptions and available alternatives when required.

Section 3: Contact Information

For more information, questions, or concerns regarding accessibility at the Company or to request communication in an accessible format, please contact the Human Resources department.

Phone: 905-889-2800

Email: contact@icondigital.com