



Multi-Year Accessibility Plan

Revised: November 1st, 2024

Wave is committed to fostering an inclusive environment where accessibility is a cornerstone of our approach to equality. We recognize that independence, dignity, and equal opportunities for all individuals are essential, and we aim to ensure full access and participation for people with disabilities. Our commitment includes serving customers and employees without barriers, discrimination, or bias, and meeting the needs of individuals with disabilities wherever possible.

This accessibility plan outlines the steps Wave is taking to meet our obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and to enhance opportunities for people with disabilities.

1. Achievements and Future Actions

1.1 Accessibility Policies

Objective: Develop, implement, and maintain accessibility policies that align with AODA legislation.

Actions Taken:

- Wave revised its Accessibility Policies in 2024 to align with current best practices in accessibility standards.
- An accommodation policy was established to inform employees and job applicants of the process for requesting accommodations.
- The policies are publicly available on our website and internal HRIS system, with accessible formats provided upon request.

Compliance Date: November 1, 2024

Status: Complete

Future Actions: Policies will be reviewed regularly to ensure ongoing AODA compliance and alignment with industry best practices.





1.2 Training (General)

Objective: Ensure accessibility training is provided to all employees, and others involved in policy development or the provision of goods, services, or facilities on behalf of Wave.

Actions Taken:

- AODA training was introduced in 2022 to ensure compliance with the legislation.
- All employees are required to complete the training within 10 days of joining Wave, with records of training dates maintained internally.

Compliance Date: November 21, 2022

Status: Complete

Future Actions: AODA training will be reviewed regularly to maintain compliance and best practices.

1.3 Accessibility Training (Customer Service)

Objective: Train customer-facing employees on accessible customer service standards and effective interaction with individuals with disabilities.

Actions Taken:

- All employees receive training on AODA legislation.
- A feedback mechanism is in place to gather input on our accessibility services.
- Customer Service Standards training was implemented for all customer-facing teams to ensure they are adequately trained on how to best support people with disabilities.

Compliance Date: November 1st, 2024

Status: Complete

Future Actions: Training will be reviewed regularly to ensure it complies with best practices in accessible customer service standards.





1.4 Customer Service

Wave is dedicated to meeting the communication needs of individuals with disabilities. We will communicate in ways that accommodate various disabilities, including:

- Email
- Chat
- Outbound phone calls
- Other methods as requested by the individual

Actions Taken:

- Wave will consult individuals with disabilities to determine their preferred communication method.
- Review customer feedback regarding barriers to accessibility and take appropriate action in a timely manner.
- Accessible formats will be provided upon request.
- Wave provides information regarding service outages as required.

Compliance Date: November 1st, 2024

Status: Complete.

1.5 Employment Standards

Objective: Wave ensures that all stages of employment are inclusive and accessible.

Actions Taken:

- Job applicants are made aware of the accommodation process.
- Employees with disabilities have access to accommodations, accessible formats, and communication support upon request.
- Wave has developed and implemented accommodation policies to provide support to employees and job applicants with disabilities who require accommodation.
- Accessibility policies have been developed to ensure dignity and respect in all phases of recruitment and employment for individuals with disabilities.
- Accessible employment policies are publicly available to all potential candidates.





Compliance Date: November 1st, 2024

Status: Complete

1.6 Design of Public Spaces

Wave is committed to ensuring that our physical environments are accessible to individuals with disabilities. While Wave does not currently have a public space, our office ensures that employees and visitors with disabilities can access the space barrier-free.

Actions Taken:

- Accessible entrances are provided in compliance with accessibility standards.
- Wave maintains a Person Requiring assistance list to ensure, employees with disabilities have access
- In the event of service disruptions, timely notices with alternative service options are made available.

Compliance Date: February 1st, 2023

Status: Complete

1.7 Information Communication Standards

Wave is committed to providing information and communication in a way that is accessible to people with disabilities. Wave will do this by removing barriers and ensuring that information—whether digital, printed, or verbal—is accessible and understandable for everyone, regardless of physical, sensory, or cognitive limitations.

Actions Taken:

- An Accessibility Audit & Vendor Evaluation has been created to ensure future partners adhere to accessibility best practices.
- Wave has created a cross-functional Accessibility Working Group to ensure Wave continues to meet and exceed accessibility requirements outlined by the AODA Act.





Status: In Progress

Future Actions: Wave has developed a plan to work towards Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, for both its website and mobile apps. In addition, Wave will provide Web Accessibility Training Content for its Engineers and Designers to ensure content is accessible and meets best practice standards.

Feedback Process

We value feedback on our accessibility efforts. Comments, suggestions, and compliments on our services for individuals with disabilities can be submitted via email at accessibility@waveapps.com.

Feedback will be reviewed and addressed according to our complaint management process.

Notice of Availability of Documents

Upon request, Wave will provide this document in an accessible format or with communication support, at no additional cost and within a reasonable time frame. We will work with the individual to determine the most appropriate format.

Modifications to this Policy

Wave is committed to ensuring that any changes to this policy or related policies take into account the impact on individuals with disabilities. This plan will be reviewed at least every five years, in compliance with AODA legislation.

For further information, please contact accessibility@waveapps.com

