

FULLER GROUP OF COMPANIES AND SEMPER PARATUS MANAGEMENT	
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Fuller Group of Companies and Semper Paratus Management Multi-Year Accessibility Plan

Statement of Commitment

Fuller Group of Companies and Semper Paratus Management (together, the “Employer” or “Company”) is committed to applying reasonable efforts to ensure that it provides accessible customer service, employment and communication to people with various kinds of disabilities, and respects the core principles of independence, dignity, integration and equal opportunity. We are committed to ensuring all employees are trained and understand how to serve and address the needs of our clients and visitors.

This accessibility plan outlines the steps we’ve taken and are taking to meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Part 1 – General Requirements			
Initiative	Description	Action	Status
Establishment of Accessibility Policies	Maintain and update accessibility policies that reflect our commitment to AODA compliance. Ensure policies are publicly available and provided in accessible formats upon request.	Policy completed and distributed. Policy reviewed on a as needed basis. Policy posted on the external website and available in the internal OPs server.	Ongoing
Training	Provide ongoing AODA training to employees interacting with the public. Ensure training covers accessibility laws and the Ontario Human Rights Code as it relates to disabilities.	All employees are trained as soon as practicable after hiring by utilizing the courses and training material from the government to ensure all required topics are covered. Training will reoccur when there are changes to accessibility policies. Training certificates are recorded and tracked internally.	Completed and Ongoing
Accessibility Compliance Reporting	Submit accessibility compliance reports as	Report submitted. Future compliance reports due by December 31, 2026.	Ongoing

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	<p>required by the Government of Ontario.</p> <p>Review and update this plan every five years or as required by law.</p>	<p>Review scheduled for February, 2030 or earlier if required by law.</p>	
Part 2 – Customer Service Accessibility			
Accessible Customer Service Policy	<p>Ensure all employees are given training to provide accessible customer service.</p> <p>Permit the use of assistive devices, service animals, and support persons in public spaces of our facilities.</p>	<p>Employees are provided training on accessible customer service to assist the public (see training above).</p>	Completed
Feedback and Communication	<p>Implement multiple feedback mechanisms (phone, email, in-person).</p> <p>Ensure responses to accessibility requests are timely and provided in accessible formats upon request.</p>	<p>A process is in place for receiving and promptly responding to accessibility feedback received through various means of communication.</p>	Completed
Part 3 – Information and Communications Accessibility			
Accessible Formats & Communication Supports	<p>Provide information, reports, and public documents in accessible formats upon request.</p> <p>Ensure emergency procedures and safety information are accessible to employees and the public.</p>	<p>Posted policy, this plan, and a statement on the availability of information on accessible formats upon request are available on the website.</p>	Ongoing
Website and Digital Accessibility	<p>Ensure that all new or significantly updated websites comply with WCAG 2.0 Level AA standards.</p> <p>Regularly audit online platforms and address accessibility gaps.</p>	<p>Worked with third-party website provider to ensure website meets WCAG standards.</p> <p>Website will be reviewed by third-party consultants to ensure adherence to WCAG guidelines.</p>	Ongoing
Part 4 – Employment Accessibility			

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Recruitment & Hiring	Ensure job postings and descriptions are available in accessible formats. Provide accommodation during the recruitment and selection process upon request.	Job postings include a statement of accessibility commitment by the employer.	Completed
Workplace Accommodations	Develop and implement individual accommodation plans for employees with disabilities. Provide accessible workplace emergency response information for employees who require it.	Work together with the employee to develop and implement individualized plans (ex. accommodation, return to work, emergency response).	Ongoing
Career Development & Advancement	Ensure employees with disabilities have equal access to training, promotions, and career advancement opportunities.	Employees are treated the same as they would in the recruitment process.	Ongoing
Part 5 – Built Environment & Public Spaces			
Accessible Construction & Renovation	Ensure compliance with AODA Design of Public Spaces Standards when constructing or undertaking full scale building renovations of properties. Improve accessibility in parking lots, ramps, entrances, elevators, and service counters.	Work with Health and Safety Committee to ensure physical environment is inspected and safe for all visitors and Workers. The Company has limited public space and does not currently have plans on developing or redeveloping it. Should we move forward with any initiatives, Integrated Accessibility Standards Regulation (IASR) will be followed.	Ongoing
Tenant and Public Space Accessibility	Work with tenants to ensure leased spaces meet accessibility requirements. Regularly assess common areas for accessibility improvements.	Work with Health and Safety Committee to ensure the Building's common area environment is inspected and safe for all on an ongoing basis. Should there be renovations, IASR will be followed. Notice of	Ongoing

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		disruption to accessible elements will be provided.	
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Review and Monitoring

This multi-year plan will be reviewed and updated every five years or as needed. Progress will be documented in annual accessibility reports and made available to the public.

For questions or feedback regarding this plan, please contact:

Fuller Group of Companies and Semper Paratus Management
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