



Canadian Base Operators Accessibility Plan
Updated Report
June 2026

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OVERVIEW

This document establishes the updated 2026 - 2029 Accessibility Plan for Canadian Base Operators Inc. (CBO). Building upon our foundational accessibility initiatives, this updated plan sets out our strategic plan to eliminate existing barriers and proactively prevent new ones, fostering a workplace culture rooted in inclusion and respect. CBO is committed to taking measurable, sustainable actions over this planning cycle to uphold the rights of persons with disabilities and ensure that accessibility is seamlessly embedded into every facet of our operations.

This plan is structured to fully satisfy the legislative requirements of the *Accessible Canada Act* (ACA) and the *Accessible Canada Regulations* (ACR), while concurrently meeting our provincial obligations under the *Accessibility for Ontarians with Disabilities Act* (AODA).

GENERAL

FEEDBACK PROCESS

DESIGNATED PERSON TO RECEIVE FEEDBACK

Please send your feedback to our *Human Resource Team*. You can send your feedback by email, phone or mail using the contact information listed below.

FEEDBACK YOU CAN SUBMIT

Feedback on this accessibility plan or any barriers experienced when interacting with CBO services, programs, policies, practices, websites, plans and reports, or offices can be submitted through the feedback process.

HOW WE WILL USE YOUR FEEDBACK

Your feedback plays a vital role in helping CBO improve accessibility across the organization. It may be used to address immediate concerns or to shape future accessibility plans and initiatives. All feedback is treated with respect, confidentiality, and privacy and will be reflected in future accessibility reports without identifying information. Personal information will only be shared with CBO staff directly involved in accessibility improvements. You may also choose to submit feedback anonymously.

HOW TO SUBMIT FEEDBACK

There are various ways to submit feedback. Feedback can be submitted either with an identified contact or anonymously. Feedback received will be acknowledged in the same way it was delivered unless the feedback is anonymous.

- Website: <https://canadianbaseoperators.com/contact/>
- Email: cbohrmailbox@canadianbaseoperators.com
- Phone: (705) 446-9019
- Mail: Attn: HR Manager 75 Commerce Valley Drive, Markham, ON, L3T 7N9
- Instagram: <https://www.instagram.com/canadianbaseoperatorsinc/?hl=en>
- Facebook: <https://www.facebook.com/canadianbaseoperators/>

ALTERNATIVE FORMATS

You can use the contact information listed above to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

FEEDBACK

To date, CBO has not received feedback on our Accessibility Plan. To encourage ongoing input and engagement, CBO will launch an annual Accessibility Form starting in July 2026. This form will serve as a recurring opportunity for employees to share their experiences and identify any barriers to accessibility across our worksites. It will be open to all employees, regardless of whether they have self-identified as a person with a disability.

CONSULTATIONS

Canadian Base Operators recognizes that the identification, prevention, and removal of barriers to accessibility requires ongoing and meaningful consultation with persons with disabilities. To create this updated plan, CBO consulted with employees, both those who self-identified as having a disability and those who did not, through multiple channels, including email communications, town hall meetings, and an annual Engagement Survey. These efforts were aimed at gathering diverse perspectives and fostering open dialogue to support ongoing accessibility improvements across the organization. To ensure maximum accessibility and inclusivity, CBO offered these consultation opportunities in a variety of formats, allowing employees to participate in person, online, and by completing surveys available in both electronic and printed formats. This multi-channel approach was

intentionally designed to accommodate diverse needs and preferences, making it easier for all employees to actively engage and share their invaluable feedback.

ENGAGEMENT SURVEY

The Engagement Survey is conducted annually and is made available to employees in both online and print formats. The 2026 survey was completed in April; however, results were not available at the time of this report. The 2025 survey results were analysed and included the following key findings:

- “I am comfortable being myself at this organization” – 77% of respondents agreed.
- “This organization supports an inclusive environment where individual differences are valued and respected” – 71% agreed.
- “I am physically safe while at work” – 91% agreed.
- “This organization is committed to maintaining the health and safety of employees” – 80% agreed

Overall, CBO received an Inclusion Score of 74% in the 2024 survey.

TOWN HALL/TOOLBOX TALKS/HSE MEETINGS

Accessibility remains a regular topic of discussion during CBO town halls, toolbox talks, and monthly Health, Safety, and Environment (HSE) meetings. Through these continuous communication channels, updates to accessibility-related policies are proactively shared, and employees are actively encouraged to provide feedback. To ensure everyone feels comfortable and empowered to contribute their perspectives, assorted options for submitting feedback are continually provided, including anonymous submission methods. This open dialogue ensures that safety, health, and accessibility are seamlessly integrated into our daily operational culture.

To maintain continuous awareness and compliance, annual training and communication are provided to all employees outlining CBO’s obligations for accessibility. This annual update ensures that current accessibility-related policies and procedures are regularly distributed for review and discussion across the organization. To guarantee broad access for all personnel, these updates are communicated digitally and reinforced with printed copies posted in communal areas across all worksites, where applicable.

EXTERNAL CONSULTATIONS

As part of our commitment to continuous improvement in accessibility, CBO collaborates directly with the Corporate Health, Safety, and Environment (HSE) department of our

parent company to regularly review and update our accessibility policies and procedures. In addition, we actively engage with a specialized Disability Specialist (Manulife) to provide expert insight, ensuring our workplace practices and accommodation frameworks consistently align with current benchmarks. To ensure seamless integration across all operational environments, we also consult closely with our Prime Contractors on our worksites, ensuring that shared spaces and collaborative projects uphold our high standards for a barrier-free workplace

AREA IN SECTION 5 OF THE ACCESSIBLE CANADA ACT (ACA)

EMPLOYMENT

Canadian Base Operators is committed to fair and accessible employment practices and providing accessibility for persons with disabilities throughout all aspects of the recruitment, assessment, and selection processes and throughout all future processes related to the employment relationship.

PRE-HIRE

CBO notifies both the public and employees that, when requested, persons with disabilities will be accommodated during the recruitment, assessment, and selection processes. If a job applicant requests accommodation, we will consult with them and make adjustments that best suit their needs.

Action: Establish a post-recruitment follow-up process with candidates who requested accommodation to verify that their needs were successfully met and to gather feedback for continuous process improvement.

EXISTING EMPLOYEES

Individualized Workplace Emergency Response Information

CBO provides individualized workplace emergency response information to employees who have disclosed a disability requiring specific accommodations to their manager or supervisor. An individualized emergency response plan is developed in strict confidence between the employee and their manager or supervisor.

CBO proactively reviews individual emergency response information when:

- The employee changes work locations or sites.
- The employees' overall accommodation needs are reviewed or adjusted.

Action: Integrate and test accommodation protocols within active training scenarios to evaluate their real-world effectiveness and ensure seamless execution.

Documented Individual Accommodation Plans

CBO is committed to accommodating employees with disabilities up to the point of undue hardship. All authorized accommodation measures are formally documented in a comprehensive, written individualized accommodation plan to ensure clear expectations, consistent support, and ongoing regulatory compliance. When the accommodation process requires the evaluation of confidential medical information, CBO utilizes an unbiased, third-party company (Manulife) to manage the medical documentation. This ensures employee privacy is strictly protected, and accommodation is developed based on independent, expert guidance.

Action: Conduct quarterly check-ins with accommodated employees to verify the ongoing effectiveness of their plans, with ad-hoc reviews triggered immediately if additional information or medical updates are received.

CURRENT BARRIERS

There are no barriers identified at the launch of this plan. To sustain this barrier-free status, CBO will continue to execute its core accessibility strategies and adapt to new legislative requirements as they arise.

THE BUILT ENVIRONMENT

Canadian Base Operators is committed to meeting the Accessibility Standards for the Design of Public Spaces when building new or redeveloping existing public spaces and services at each site.

Although the physical infrastructure of our operational sites (including sidewalks, parking lots, and signage) is maintained by third-party landlords, CBO remains committed to a barrier-free workplace. We conduct formal monthly safety inspections to verify that these areas meet necessary accessibility and safety guidelines, ensuring any deficiencies are immediately escalated to property management for resolution.

CURRENT BARRIERS

There are no active barriers identified at the launch of this planning cycle. CBO will continue to leverage monthly safety checks and open communication channels to maintain this standard.

INFORMATION AND COMMUNICATION TECHNOLOGIES

In alignment with our commitment to accessible information, CBO ensures that all corporate communications and feedback mechanisms are barrier-free. When receiving or responding to inquiries and feedback, CBO will provide, or facilitate the delivery of, appropriate accessible formats and communication support tailored to individual needs upon request.

CURRENT BARRIERS

Legacy systems lacking accessibility features: Certain legacy systems and digital assets currently lack advanced, integrated accessibility features. In their current state, foundational documents, including specific policies and procedures, cannot be automatically transcribed or read out loud by built-in system tools. Furthermore, our current website interface does not natively offer text-to-speech or out-loud transcribing functionalities.

Action: To bridge this gap and ensure an inclusive environment, CBO is committed to providing alternative formats or assisted communication support upon request while we actively evaluate updates to our digital infrastructure to systematically eliminate these technical barriers.

Accessibility features disabled in some software: certain specialized operational software and corporate configurations may occasionally restrict or disable native accessibility features within platforms like Microsoft Teams and Microsoft Edge. These technical limitations can temporarily impact tools such as live transcriptions, automated closed captioning, or screen-reading optimizations.

Action: IT and HR teams collaborate closely to address these system-level constraints, ensuring that individual workstation overrides or alternative software accommodations are promptly deployed for employees requiring these

COMMUNICATION (OTHER THAN ICT)

CBO is firmly committed to ensuring that all non-digital corporate communications are clear, inclusive, and barrier-free. This pillar focuses on our non-Information and Communication Technology (ICT) channels, including verbal interactions, print materials, workplace signage, and in-person operational briefings across our worksites. CBO recognizes that effective communication is the foundation of a safe and equitable workplace; therefore, we actively design our operational protocols to ensure all employees, contractors, and stakeholders can seamlessly receive, understand, and share information regardless.

CURRENT BARRIERS:

A reliance on standard-print materials and verbal operational briefings: which may limit the immediate accessibility of safety and corporate information for individuals with visual, auditory, or cognitive processing needs.

Action: Transition to a multi-modal communication framework for all critical operational and safety briefings. This includes introducing high-contrast, large-print, and plain-language written summaries to accompany verbal meetings, utilizing visual aids or pictograms on site notice boards, and ensuring that vital safety alerts are reinforced through both visual signage and tactile or auditory formats to overcome high-noise environments and support diverse sensory and cognitive needs.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Canadian Base Operators is committed to incorporating accessibility considerations into our procurement practices wherever feasible. As an operations and facilities management company, CBO does not operate as a public-facing entity, nor do we issue public purchasing bids or tenders. Consequently, our primary procurement activities revolve around the acquisition of corporate services and external venues, such as procuring accessible event spaces, conference facilities, and meeting accommodations.

CURRENT BARRIERS

There are no barriers identified within our procurement process at the launch of this plan. CBO will continuously monitor our venue selection criteria to ensure all hosted events remain fully accessible and barrier-free for all attendees.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As a facilities maintenance and operations provider, CBO is committed to integrating accessibility principles into the design and delivery of all internal programming. As our operations are non-public facing, our programs and services primarily encompass internal operational training, health, wellness, and financial initiatives. CBO ensures that these internal programs are developed with an inclusive mindset, aiming to eliminate structural or procedural barriers from the outset so they are fully executable by and accessible to all employees.

TRANSPORTATION

CBO recognizes the vital importance of accessible transit; however, our organization does not own, manage, or operate commercial or employee transportation services. As transportation falls outside our operational scope, CBO does not directly provide transit

solutions or transit-related assets. Should our operational footprint or business model evolve to include transportation services in the future, CBO is fully committed to developing and implementing comprehensive accessibility standards in strict alignment with all applicable provincial and federal legislative requirements.

CONCLUSION

The publication of this Accessibility Plan marks a significant step forward in Canadian Base Operators' (CBO) ongoing commitment to fostering an inclusive, equitable, and barrier-free workplace. By addressing accessibility across our core operational pillars, we ensure that dignity and respect remain at the foundation of our corporate culture.

As a facilities maintenance and operations provider, we recognize that true accessibility requires continuous vigilance, active listening, and adaptive planning. CBO will remain proactive in monitoring our progress, reviewing feedback, and evolving alongside legislative changes to prevent and eliminate barriers. Through the shared commitment of our leadership and workforce, we will sustain an environment where every employee and partner has the support they need to succeed.