

Multi-Year accessibility plan

(In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 & IASR standards)

Effective date: August 04, 2026

Next review date: August 04, 2028

Statement of commitment

Capco is committed to supporting all applicants, contractors, volunteers, third parties and employees to ensure barriers are removed allowing our Employees to #BeYourselfAtWork. We aim to provide reasonable, practical and equal accommodation in access to recruitment, career development, promotion, training, and all other opportunities for all employees and there is no unfair discrimination on grounds of disability.

General requirements

Requirement	Action plan	Supporting details	Status
Accessibility Policy	Maintain an Accessibility Policy aligned with AODA	Capco has established a formal Global Workplace Adjustment Policy in compliance with AODA and IASR	Completed
Multi-Year Accessibility Plan	Develop and update an AODA compliant Multi Year Accessibility Plan	Capco is working towards establishing a Multi-Year Accessibility Plan	Completed
Training	Provide AODA & Human Rights Training to all employees	Capco currently provides AODA and Human Rights training to all employees and contractors. Going forward, this training will become a mandatory part of the Onboarding Program to ensure all new employees receive it at the start of employment.	Completed

Information and communications standards

Requirement	Action plan	Supporting details	Status
Accessible Formats and Communication Supports	Ensure accessible formats and communication support is available upon request in a timely manner	Capco's Adjustment Catalogue provides a comprehensive listing of available software, hardware, and IT accommodations, which employees may request through the IT Service Portal . All such requests are subjected to reasonable accommodation review and approval by Capco Canada HR team in accordance with the Global Workplace Adjustment Policy.	Completed
Website and Web Content	Ensure WCAG 2.0 Level AA compliance for all web content	Capco Marketing Team completing project plan to bring to standards.	In Progress

Employment standards

Requirement	Action plan	Supporting details	Status
Recruitment	Notify applicants of accommodation availability & provide reasonable accommodation upon request	Candidates are informed that reasonable accommodation is available on request during the recruitment process. This ensures that any required adjustments can be arranged in advance of their start date to support a smooth and inclusive onboarding experience.	Completed
Workplace Information	Provide accessible formats of workplace information as needed	Candidates are advised of the availability of reasonable accommodation during the recruitment process upon request, as communicated by the Recruitment team prior to hire. In addition, the Capco Canada Employee Handbook—provided to all new hires prior to their start date—contains detailed information outlining the accommodation process and related procedures.	Completed
Individual Accommodation Plans	Develop documented accommodation processes	The Global Workplace Adjustment Policy outlines the step-by-step process for requesting an Individual Workplace Accommodation Plan and provide individualized workplace emergency response information, subject to reasonable accommodation review and approval by Capco Canada's HR team.	Completed
Return to Work Process	Establish a process for employees returning to work after disability-related leave	Capco supports employees with disabilities returning from leave. Accommodation needs are assessed individually in accordance with Global Workplace Adjustment Policy and are implemented following reasonable accommodation review and approval by Capco Canada HR team.	Completed
Performance Management and Career Development	Ensure accessibility needs are considered	Capco's Performance management processes are inclusive, with reasonable accommodation provided as needed, and related information is available in accessible formats upon request ensuring no performance ratings, compensation decisions, or promotions are impacted by disability.	Completed

Review and monitoring

In compliance with AODA and the Integrated Accessibility Standards Regulation (IASR), this Multi-Year Accessibility Plan will be reviewed and updated annually. Progress will be monitored by the local HR team on an ongoing basis, and adjustments will be made as needed to reflect organizational or regulatory changes.

Posting and availability

Capco's Accessibility Statement and the Multiyear Accomodation Plan can be found on Capco's website - [Capco Accessibility Statement](#)

Contact information

For more information or to request accessible formats of this plan, please reach out to capco.canadahr@capco.com