

INTEL TECHNOLOGY OF CANADA, ULC
ACCESSIBILITY POLICY & MULTI-YEAR PLAN

2021-2026

I. PURPOSE AND SCOPE

The purpose of this Accessibility Policy and Multi-Year Plan (“Accessibility Policy and Plan”) is to outline the commitment of Intel Technology of Canada, ULC (the “Company”) to improving accessibility for our clients, customers and employees, and our strategy to identify, prevent and remove barriers to accessibility for persons with disabilities.

This Accessibility Policy and Plan is intended to meet the requirements of *Integrated Accessibility Standards, Ontario Regulation 191/11* (the “IASR”) made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

II. STATEMENT OF COMMITMENT

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

III. GENERAL REQUIREMENTS

a. Establishment of Accessibility Policy and Plan

The Company has established this Accessibility Policy and Plan and will make this document available upon request in an accessible format.

The Company has posted this Accessibility Policy and Plan on its internal intranet website for Ontario.

The Company updates this Accessibility Policy and Plan at least every five (5) years to reflect progress and will consult with customers, employees and other stakeholders in the development and implementation of this Accessibility Policy and Plan.

b. Training

The Company is committed to training all employees and other staff members on Ontario’s accessibility laws, including on customer service standard and the requirements of the IASR and the Ontario *Human Rights Code*, as it relates to individuals with disabilities.

Training is provided in a way that best suits the duties of employees and other staff members. Training will be provided to new employees on an ongoing basis.

The Company has and will continue to take the following steps to ensure all employees and other staff members are provided with the training needed to meet Ontario's accessible laws:

- i. Assess duties and specific training needs of Ontario employees and other staff members;
- ii. Deliver training modules for all Ontario employees and other staff members in accordance with the AODA's customer service standard (the "Customer Service Training");
- iii. Deliver training modules on the accessibility requirements under the AODA, IASR and the Ontario *Human Rights Code* (the "IASR Training") to all employees and other staff members;
- iv. Conduct the Customer Service Training and IASR Training on an ongoing basis for new Ontario employees and other staff members and when changes are made to the Company's accessibility policies, practices and procedures;
- v. Determine an appropriate mechanism for managing and tracking completion of training by Ontario employees and other staff members.

c. Reporting Compliance

The Company will file accessibility reports with Ontario's Ministry of Economic Development, Employment and Infrastructure as required under the AODA, as per the next reporting deadline.

d. Kiosks

When applicable, the Company shall strive to include accessibility features where it can, in the self-service kiosks available on its premises. It will continue to include in the self-service kiosks technical features (such as colour contrast on the display screen, extra time for people to complete tasks, audio instructions, voice-activated equipment) as well as structural features (such as height and stability of the kiosk, headset jacks with volume control, specialized keypads or keyboards (e.g., tactile keyboard)) to ensure compliance with the AODA requirements, where applicable.

IV. CUSTOMER SERVICE STANDARD

The Company strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed

to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The Company will continue to take the following steps to ensure it meets AODA requirements:

- a. Provide training on accessible customer service to all employees and other staff.**
- b. Review and update policies and standards regularly to ensure high quality, accessible customer service.**
- c. Review all customer feedback and take appropriate action.**
- d. Continue to implement service disruption protocol by posting signs to advise the public where alternate service may be obtained, while repairs to existing services are completed.**

Please refer to our Customer Service Policy for more details on the above.

V. INFORMATION AND COMMUNICATIONS STANDARD

a. Accessible Formats and Communication Supports

The Company is committed to meeting the communication needs of people with disabilities.

When requested, the Company will provide publicly available information and communications materials in accessible formats or with communication supports in a timely manner and at no additional cost to the individual. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information. The Company will consult with people with disabilities to determine their information and communication needs.

The Company has and will continue to take the following steps to make sure all publicly available information is made accessible upon request:

- vi. Review accessible formats and communication supports currently available at the Company;**
- vii. Review the current process in place for requesting accessible formats and communication supports;**
- viii. As needed and where practical, update the current the process for requesting accessible formats and communication supports;**

- ix. As needed and where practical, create additional accessible formats and communication supports for publicly available information;
- x. Develop a process for responding to, approving or declining a request;
- xi. Where practical, incorporate language in marketing materials and on the Company's external website to advise that, in accordance with AODA, accessible format may be made available on request.

b. Accessible Websites and Web Content

The Company strives to ensure that its online content easily accessible for all customers and employees.

Where the Company controls a website directly or through a contractual relationship that allows for modification of the product, the Company will take the following steps to make such websites and content conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA:

- i. Ensure IT and Marketing are aware of the IASR requirements with respect to accessible websites and web content;
- ii. Ensure IT and Marketing conduct an assessment of current web functionality on new websites to ensure compliance and adequate accessibility features are in place as required; and,
- iii. Ensure that such websites and content meet WCAG 2.0 Level AA standard (excluding permitted exceptions).

c. Feedback

The Company has and will continue to take the following steps to ensure any feedback processes are accessible to people with disabilities:

- Encourage feedback about our accessibility, including customer service, website, and employment practices.
- Feedback can be submitted by any of the channels provided under "Feedback" section above.
- The Company will ensure all publicly available information is made accessible upon request.
- Where practical, post on our website that we can provide accessible information upon request.
- If a person with a disability asks for it, we will work with them to figure out how to meet their needs within a reasonable timeframe.

VI. EMPLOYMENT STANDARD

The Company is committed to fair and equitable employment practices. In accordance with this commitment, the Company will take steps to identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers.

a. Recruitment, Assessment and Selection Process

The Company has and will continue to take the following steps to notify its employees, the public and job applicants that the Company will accommodate individuals with disabilities during the recruitment, assessment and selection process:

- xii. Conduct a review of all mechanisms for job postings in Ontario;
- xiii. Incorporate language into all job postings in Ontario notifying applicants that the Company will accommodate disabilities during the recruitment and selection process;
- xiv. Incorporate language into all notifications to applicants for interviews in Ontario that accommodation is available upon request;
- xv. Ensure that any job applicants self-identifying as requiring accommodation in the recruitment process are consulted with to determine their individual accommodation needs;
- xvi. Review the current hiring process (tests, assessments, interview rooms) to ensure barriers may be removed or accessible features provided, upon request;
- xvii. Review employment policies and procedures to ensure they reflect our commitment to employment practices which attract and retain employees with disabilities.

b. Informing Employees of Accessible Formats and Communication Supports

The Company has and will continue to take the following steps to notify successful applicants and employees of our policies for accommodating employees with disabilities:

- i. Incorporate a section in each offer letter regarding the Company's accessibility policies and provide information on where employees can access additional information;
- ii. Incorporate training and awareness of the Company's accessibility policies into orientation procedures.

c. Documented Individual Accommodation

The Company has and will continue to take the following steps to put in place a process for developing individual accommodation plans for employees self-identifying as having a disability:

- i. Develop a process for consulting with employees to determine accommodation needs;
- ii. Ensure individualized accommodation plans are developed for employees in accordance with the elements of such plans outlined in the AODA;
- iii. Where necessary, coordinate the above with any steps currently taken by any applicable benefits providers.

d. Return to Work Process

The Company has and will continue to take the following steps to utilize its return-to-work policies for employees that have been absent due to a disability:

- i. Develop and implement a process for consulting with employees to determine accommodation needs;
- ii. Ensure Return to Work policies are developed for employees who are absent from work due to a disability;
- iii. Where necessary, coordinate the above with any steps currently taken by any applicable benefits providers.

e. Performance Management, Career Development and Advancement

The Company has and will continue to take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the Company is using performance management, career development and/or redeployment processes:

- i. Assess current performance review, career development and/or redeployment processes to ensure accessibility features are incorporated and accessibility needs are considered;
- ii. Consult with any individualized accommodation plans when performing assessments of performance, managing career development or redeploying employees;
- iii. Ensure promotion criteria, practices and processes take into account individualized accommodation plans;
- iv. Ensure equal opportunities for employees with disabilities to undertake professional development, such as attending courses or seminars.

f. Workplace Emergency Response Information

The Company has and will continue to provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation.

The Company has and will continue to take the following steps to ensure individualized workplace emergency response plans are in place:

- i. Develop and implement a process for consulting with employees to determine accommodation needs;
- ii. Where accommodation needs are identified, work with employees requiring accommodation to develop an individualized workplace emergency response plan;
- iii. Ensure consent is obtained from the employee to share information with those designated to provide assistance to the employee in the event of an emergency.

The Company has and will continue to review an employee's individualized workplace emergency response information, at minimum, whenever:

- i. The employee moves to a different location within the company;
- ii. The employee's overall accommodation needs or plans are reviewed; or
- iii. The Company reviews its general emergency response policies.

VII. DESIGN OF PUBLIC SPACES

The Company has and will continue to meet the Accessibility Standards for the Design of Public Spaces when building new public spaces or making major modifications to current public spaces where applicable. Currently the Company does not have any public spaces.

VIII. MODIFICATIONS TO THIS AND OTHER POLICIES

The Company is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Accessibility Policy and Plan before considering the impact on persons with disabilities.

Any policy of the Company that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

For more information about the Company's Accessibility Policy and Plan, contact the **Intel Accessibility Office**. Contact information and a Feedback Form are enclosed.

INTEL TECHNOLOGY OF CANADA, ULC

Accessibility Feedback Form

Intel Technology of Canada, ULC (the "Company") is committed to improving accessibility for our clients and customer with disabilities. We work hard to meet everyone's needs and feedback is vital to help us continue and improve the high quality of service that we commit to providing. We would also be happy to provide you with our Accessibility Policy and Multi-Year Plan in an accessible format. If you would like to share your thoughts about the accessibility of our services, you may contact the Company via email, phone, mail at:

By Mail: Intel Accessibility Office
Intel Corporation
2200 Mission College Blvd.
Santa Clara, CA 95054-1549 USA
ATTN: Madison West

By Email: Accessibility@intel.com

By Phone: 408-765-8080

Alternatively, please use this form to provide us with your comments and with details of your experience with the Company. Please be sure to include the date and time of your experience or interaction, as applicable:

Your contact information (optional)¹:

¹ Please be assured that any information collected by the Company shall be used only for the purposes of ensuring that you and other customers are provided with the best possible quality of accessible service. If you do not wish for the Company to contact you to discuss your experience with our customer service, please submit this form without your contact information.

NEXT REVIEW DATE: February 2026