

Alight Canada N.S. ULC

Multi-Year Accessibility Plan

Introduction and Statement of Commitment

This Multi-Year Accessibility Plan applies to Alight Canada N.S. ULC's ("Alight Solutions") Ontario office location, our Ontario based employees and our call centre services to clients and their employees (the "Plan Members") located in Ontario.

Alight Solutions is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and Ontario's discrimination laws.

As part of our commitment to meeting our obligations under the AODA, Alight Solutions has developed a multi-year plan which outlines our strategy to prevent and remove barriers and meet our requirements under the AODA.

The Multi-Year Accessibility Plan will be reviewed and updated by Alight Solutions at least once every five (5) years, and, as required.

Accessible Client Service

Alight Solutions is committed to providing accessible services to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

Status: Ongoing

Alight Solutions will:

- Develop an accessible client service policy;
- Train client facing employees and call centre employees on accessible client service;
- Make the policy publicly available;
- Establish a feedback process for receiving feedback from the public about how we are providing services to people with disabilities; and
- Make the feedback process available in accessible formats.

Accessibility Policies

Status: Ongoing

Alight Solutions will:

- Develop, implement and maintain a corporate policy or policies governing how we will achieve accessibility;
- Establish, implement and maintain a Multi-Year Accessibility Plan;
- Include within the Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate policy(ies) and Multi-Year Accessibility Plan available to the public and available in accessible formats upon request.

Training

Status: Ongoing

Alight Solutions will:

- Provide training on the requirements of the AODA and on disability-related obligations under the Ontario Human Rights Code to our Ontario employees and employees outside of Ontario who provide service to clients and Plan Members located in Ontario, and any others who may be acting on our behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of Alight's policies; and
- Maintain records of the dates when training is completed and the individuals who completed the training.

Information and Communications

Feedback, Accessible Formats and Communication Supports

Status: Ongoing

Alight will:

- Put a statement about the availability of accessible formats and communication supports in our Toronto office lobby, develop an appropriate way to provide a statement through its website, and, upon request, provide or arrange for the provision of accessible formats; and
- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and in consultation with the individual making the request.

Employment Standards

A. Recruitment

Status: Complete

Alight will:

- On our Ontario job postings, specify that accommodations are available for applicants with disabilities.
- Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request;
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of Alight's policies for accommodating colleagues with disabilities.

B. Informing Employees of Supports

Status: Ongoing

Alight will:

- Inform new hires of our policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and/or information that is generally available to employees.

C. Documented Individual Accommodation Plans / Return to Work Process

Status: Ongoing

Alight will:

- Develop a written process for the development of individual accommodation plans; and
- Develop and document a return to work process for employees who have been absent due to a disability.

D. Performance Management and Career Development

Status: Ongoing

Alight will:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Alight's performance management processes.

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering career development and advancement opportunities of employees with disabilities.

Design of Public Spaces

We will meet accessibility laws when constructing or making major changes/renovations to the reception desk of our Toronto office.

Next review date: March 2026

Alight Canada N.S. ULC

Accessible Client Service Policy

Providing services to people with disabilities

Alight Canada N.S. ULC (Alight) is committed to meeting and exceeding its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the AODA accessibility standards as well as the Ontario *Human Rights Code* respecting accessibility and no discrimination based on physical or mental disabilities.

Alight is committed to excellence in serving all clients including individuals with disabilities. This includes providing services to our clients' employees who interact with Alight (referred to in this Policy as "Plan Members").

Our accessible client service policy and practices are designed to be consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices (such as power wheelchairs or scooters) when accessing our services or facilities.

Communication

We communicate with individuals with disabilities in ways that consider their disability. To that end, we will endeavor to:

- ensure that our call centre Colleagues who communicate with Plan Members are trained on how to interact and communicate with people with various types of disabilities.
- Offer alternative methods of communication and technology that can be available upon request and provided in such manner as is feasible, such as using Large print, reading or recorded audio of a written document, or plain language to communicate
- provide fully accessible telephone service to Plan Members through our call centre. We train Colleagues to communicate with Plan Members over the telephone in clear and plain language and to speak clearly and slowly.
- Offer to communicate with Plan Members or clients by such other means as necessary including email, if telephone communication is not suitable to their needs.

We will work with people with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed in the parts of our Toronto office that are open to the public.

When we cannot easily identify that an animal is a service animal, our Colleagues may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, on a call, or during a video conference, provide all appropriate security precautions for that person have been met in advance.

Notice of Temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients or Plan Members with disabilities, Alight will notify clients and/or Plan Members promptly, or in accordance with existing agreements between Alight and its clients. This notice, whether posted or delivered electronically, may include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities at our Toronto office include:

- Elevator
- Accessible washrooms

The notice will be made available in the following ways:

- Posting at the entrance to our lobby and at the ground floor entrance to the building, as applicable.
- Via UPoint access provided to client employees, its website, telephone, electronic mail, or other form of reasonably available communications.

Training

Alight will provide accessible client service training to:

- all employees in our call centre
- all employees who work with our clients or manage client relationships
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to clients on our behalf

Colleagues are trained on accessible client service after being hired and when assigned to a public facing role.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard
- Alight' policies relating to the Customer Service Standard
- how to interact and communicate with people with various types of disabilities

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our services or facilities

Colleagues will also be trained when changes are made to our accessible client service policies.

Feedback process

Alight welcomes feedback on how we provide accessible client service. Client feedback will help us identify barriers and respond to concerns. Alight's goal is to meet the expectations of individuals with disabilities who use our services. Comments regarding how well those expectations are being met are welcome and appreciated. Feedback may be given in person or by telephone at the Alight location in question, in writing, or by e-mail at accessibilityontario@alight.com. If one of these methods is not suitable a Clients or Plan Members may request another method. All feedback, including complaints, will be directed to Alight's location leader for its Ontario office and/or Alight's Human Resources Department.

Alight's Ontario Location

Alight Solutions
2 Sheppard Ave E
14th Floor
North York, ON, M2N 5Y7
(647) 730-4001

If requested, Alight Solutions will ensure that both its feedback process and services available are accessible to people with various accessibility needs by providing or arranging for accessible formats and communication supports in consultation with the person making the request.

Notice of availability of documents

Alight will notify the public that documents related to accessible client service are available upon request by posting a notice in the following location(s)/way(s):

- Our Toronto office lobby; or
- On Alight.com

Alight will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Alight will modify its existing policies, as needed, to respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities.