

Multi-Year Accessibility Plan and Statement of Commitment

Accessibility

We believe excellence means creating an environment where everyone can participate, contribute and access our services with dignity, independence and respect.

Our commitment to accessibility reflects who we are as a firm. It is grounded in our values of collegiality, excellence, and a shared commitment to Indigenous self-determination. We recognize the importance of listening to diverse experiences, understanding the barriers people face and taking meaningful steps to remove them.

Accessibility is an ongoing commitment. While we meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), our goal extends beyond compliance. We are continually working to make our workplace, services and interactions more accessible and inclusive for our people, our clients and our communities.

Our Accessibility Plan below sets out the actions we are taking over the next five years to identify, prevent and remove barriers, and to continue building a more accessible organization.

OKT LLP is committed to providing an accessible, inclusive and respectful environment for our clients, visitors, employees, lawyers, students, contractors and members of the public. We are committed to meeting the accessibility needs of people with disabilities in a timely manner and to doing so in a way that respects dignity, independence, integration and equal opportunity.

Multi Year Accessibility Plan

Area	Our commitment	Timing
Customer Service	We are committed to providing excellent service to all clients and visitors, including people with disabilities. We welcome service animals and support persons and will make reasonable efforts to accommodate assistive devices. Where needed, we will provide services in alternate ways that take an individual's disability-related needs into account.	Ongoing; to be reviewed and updated by January 2031.
Training	We provide accessibility training to employees, lawyers, students, volunteers and others who provide services on behalf of the firm. In Ontario, training includes the AODA, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as they relate to people with disabilities. Training is tailored to the person's role and responsibilities.	Ongoing; to be reviewed and updated by January 2031.
Feedback Process	We welcome feedback about accessibility and will ensure our feedback processes are accessible. Feedback may be provided by	Ongoing; to be reviewed and

	email, telephone, mail, in person, or through a representative. We will acknowledge receipt and provide a response or update within 21 days, in an accessible format where requested.	updated by January 2031.
Accessible Formats and Communication Supports	We will consult with individuals who request accessible formats or communication supports to determine what is suitable and will provide the requested information in a timely manner and at no additional cost where required.	Ongoing; to be reviewed and updated by January 2031.
Employment	We are committed to fair and accessible employment practices. We will notify applicants and firm members about the availability of accommodation during recruitment, selection, hiring, onboarding, performance management, career development, redeployment and return-to-work processes. Where required, we will develop individualized accommodation plans and workplace emergency response information.	Ongoing; to be reviewed and updated by January 2031.
Website and Digital Information	We will take reasonable steps to ensure that new websites and web content conform with WCAG 2.0 Level AA, except where not practicable or where an exception applies under Ontario accessibility requirements.	December 2026.

Feedback and Requests for Accessible Formats

OKT LLP welcomes feedback on how we provide accessible services and how we can continue to identify, prevent and remove barriers. Feedback may be submitted by email, telephone, mail, in person, or through a support person or representative. We will acknowledge receipt of feedback and provide a response or update within 21 days where contact information is provided.

Requests for accessible formats or communication supports may be directed to:

Yvonne Azaglo

Email: yazaglo@oktlaw.com

Phone: 416-981-9450

Review and Updates

OKT LLP will review and update this plan and its related accessibility policies, practices and procedures as required and at least once every five years. Updates will reflect our ongoing commitment to accessibility and to meeting Ontario accessibility requirements.