



Accessibility Policy

Effective Date: October 1, 2026

This Accessibility Policy sets out KSI Law's commitment to accessibility, including the accessibility of our website, and how you can request support or give us feedback.

1. Statement of Commitment

KSI Law Professional Corporation ("KSI Law", "we", "us" or "our") is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We provide our services in a way that respects the dignity and independence of persons with disabilities, and we work to identify, remove and prevent barriers to accessibility in our services, our communications, our workplace and our website at www.ksi.law (the "Website").

2. Legal Framework

This Policy is adopted under, and is intended to meet the requirements of:

- the **Accessibility for Ontarians with Disabilities Act, 2005** (the "AODA") and the **Integrated Accessibility Standards**, Ontario Regulation 191/11, including the Information and Communications, Employment and Customer Service Standards; and
- the **Human Rights Code** (Ontario), including our duty to accommodate persons with disabilities to the point of undue hardship.

Where we serve clients and members of the public outside Ontario, we apply the same commitments and comply with the accessibility and human rights laws that apply to us in those jurisdictions.

3. Website Accessibility

Our standard

Ontario law requires our Website and its web content to conform to the World Wide Web Consortium's **Web Content Accessibility Guidelines (WCAG) 2.0, Level AA**, other than the success criteria for live captions and pre-recorded audio description. We have adopted the higher standard of **WCAG 2.1, Level AA** as our design and development target for the Website, and we take account of later versions of WCAG when updating the Website.

How we apply it

The Website is designed and maintained so that, among other things:

- all functionality can be operated using a keyboard alone, with a visible focus indicator;

- it is compatible with commonly used screen readers and other assistive technologies;
- images and other non-text content that convey information have text alternatives;
- text and important graphics meet colour-contrast requirements, and information is not conveyed by colour alone;
- pages can be enlarged using browser zoom to 200 percent without loss of content or function, and adapt to different screen sizes and devices;
- pages use a logical heading structure, descriptive page titles and link text that identifies its purpose;
- forms, including any online payment or account forms, have clear labels and instructions, and identify input errors in text; and
- pre-recorded video content has captions.

Testing and maintenance

We test the Website for accessibility before launch and after significant changes, using a combination of automated tools and manual review, including keyboard and screen reader testing. Accessibility requirements are included in our specifications for Website design, development and content, and in our arrangements with the service providers who support the Website.

Third-party content and known limitations

Some content or functions on the Website may be provided by third parties, such as payment processors, or may consist of documents created by others, such as court forms. We require our service providers to meet applicable accessibility standards and select providers with accessibility in mind, but we do not control all third-party content. If any part of the Website or any document on it is not accessible to you, please contact us and we will provide the information or service in another way, as set out in Section 4.

4. Accessible Formats and Communication Supports

On request, we will provide or arrange for the provision of information and communications, including this Policy, our Privacy Policy, our Terms of Use and correspondence about a matter or account, in an accessible format or with communication supports that take into account your accessibility needs. We will consult with you to determine the most suitable format or support, and we will provide it in a timely manner and at no additional cost to you.

Examples include large print, accessible electronic documents, plain-language summaries, or communicating by email, text message or telephone relay service in place of written correspondence or a standard telephone call. If information cannot be converted into an accessible format, we will explain why and provide a summary of the information.

5. Accessible Customer Service

In providing services to clients and members of the public, we will:

- communicate with persons with disabilities in a manner that takes their disability into account;

- permit persons with disabilities to use their own assistive devices to access our services;
- welcome persons with disabilities who are accompanied by a guide dog or other service animal in the areas of our premises that are open to the public, unless the animal is otherwise excluded by law, in which case we will provide other measures to enable access to our services;
- welcome support persons who accompany persons with disabilities, and permit them access to our premises with the person. If a support person is required to attend a meeting in which confidential or privileged matters are discussed, we will discuss the implications with the person with a disability in advance;
- provide notice of temporary disruptions to facilities or services used by persons with disabilities, including the reason for the disruption, its expected duration and any alternatives available, by posting it at our premises and on the Website; and
- ensure that personnel who interact with the public, or who are involved in developing our policies, receive accessibility training.

6. Employment

We notify job applicants and employees that accommodations for persons with disabilities are available during recruitment, assessment and selection, and throughout employment. If you require an accommodation to apply for a position or to participate in the recruitment process, please let us know using the contact information in Section 10. We will consult with you and arrange a suitable accommodation. We also provide individualized workplace emergency response information, accessible formats and communication supports, and documented individual accommodation plans for employees as required by law.

7. Training

We provide training on the requirements of the Integrated Accessibility Standards and on the Human Rights Code as it relates to persons with disabilities to all of our personnel, and to those who provide services on our behalf or participate in developing our policies. Training is provided as soon as practicable after a person joins us and whenever this Policy changes. Personnel responsible for the Website receive additional training on web accessibility standards. We keep records of the training provided.

8. Feedback

We welcome feedback about the accessibility of our Website, services and facilities, including any barrier you have encountered. Feedback may be provided by email, telephone, mail or in person, or in any other accessible format or with any communication support you require, using the contact information in Section 10. Feedback may be provided anonymously.

We will acknowledge feedback within two (2) business days and respond within ten (10) business days, explaining any action we will take. If we need more time to address an issue, we will tell you and keep you

informed. Where you report a barrier to information on the Website, we will provide the information to you in an accessible format while we address the barrier.

9. Accessibility Plan and Policy Review

We maintain a Multi-Year Accessibility Plan that outlines our strategy to prevent and remove barriers and to meet our obligations under the Integrated Accessibility Standards. The Plan is posted on the Website and is available in an accessible format on request. We review and update the Plan at least once every five years, report annually on our progress, and file accessibility compliance reports as required under the AODA.

We review this Policy regularly, and any policy of KSI Law that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

10. Contact Us

To request an accessible format or communication support, to request an accommodation, or to provide feedback, please contact:

KSI Law — Accessibility

W600-675 Cochrane Drive, Markham, Ontario L3R 0B8

Email: compliance@ksi.law

Telephone: (905) 944-0033

Telephone relay service users may contact us by dialling 711 or through their relay provider.