



Multi-Year Accessibility Plan 2026–2031

Effective Date: October 1, 2026

This Multi-Year Accessibility Plan sets out KSI Law's strategy to prevent and remove barriers for persons with disabilities and to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards, Ontario Regulation 191/11.

1. Statement of Commitment

KSI Law Professional Corporation ("KSI Law") 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 persons with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and by meeting the accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and Ontario's accessibility laws.

2. About This Plan

This Plan covers the period from **October 1, 2026 to September 30, 2031**. It applies to all of KSI Law's operations in Ontario, including our offices, our client and account-holder services, our website at www.ksi.law, and our workplace, including teams that joined KSI Law through the integration of the GSNH and FSTCCS businesses in 2026.

The Plan is organized by accessibility standard. For each standard it describes the measures KSI Law has in place and the actions we will take, who is responsible and when. Our progress is reported each year in an annual status report posted on our website (see Section 11).

This Plan, our Accessibility Policy and our annual status reports are available on www.ksi.law and, on request, in an accessible format or with communication supports, at no cost.

3. Accessibility Policies

KSI Law's Accessibility Policy, effective October 1, 2026, sets out our statement of commitment and how we meet the requirements of the Integrated Accessibility Standards and the Customer Service Standards. It is posted on our website and is available in an accessible format on request.

Action	Responsibility	Target date
Post the Accessibility Policy and this Plan on www.ksi.law	Chief of Staff	November 13, 2026
Review the Accessibility Policy and update it to reflect changes in law, operations or feedback	Chief of Staff	Annually, each September

4. Customer Service Standard

KSI Law serves clients, account holders and members of the public in person, by telephone, in writing and online. We are committed to providing services in a manner that respects the dignity and independence of persons with disabilities. Persons with disabilities may use their own assistive devices, may be accompanied by a guide dog or other service animal, and may be accompanied by a support person. We provide notice of temporary disruptions to facilities or services used by persons with disabilities.

Action	Responsibility	Target date
Adopt a standard notice of temporary disruption for posting at our premises and on www.ksi.law	Operations	November 30, 2026
Incorporate accessible-communication guidance into collector scripts, call-handling procedures and approved email templates, including how to recognize and respond to a request for accommodation	Quality Assurance / Operations	March 31, 2027
Review customer service practices against feedback received and update procedures	Quality Assurance	Annually, each December

5. Feedback

KSI Law welcomes feedback on how we provide services to persons with disabilities. Feedback may be provided by email, telephone, mail or in person, or in any accessible format or with any communication support required. We acknowledge feedback within two business days and respond within ten business days.

Action	Responsibility	Target date
Establish an accessibility feedback log, integrated with KSI Law's complaint-handling process, recording each item, the response and any action taken	Quality Assurance	November 30, 2026
Report accessibility feedback trends to the Chief of Staff for inclusion in the annual status report	Quality Assurance	Annually, each December

6. Information and Communications Standard

Accessible formats and communication supports

On request, KSI Law provides information and communications, including correspondence about a matter or account, in accessible formats or with communication supports, in a timely manner and at no additional cost, after consulting with the person making the request.

Emergency and public safety information

Any emergency procedures, plans or public safety information that KSI Law makes available to the public will be provided in an accessible format or with communication supports on request.

Website and web content

KSI Law's website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, as required by the Integrated Accessibility Standards, and our design and development target is WCAG 2.1, Level AA.

Action	Responsibility	Target date
Document an internal procedure for handling requests for accessible formats and communication supports, with a request log	Operations	November 30, 2026
Complete an accessibility audit of the new www.ksi.law (automated and manual testing, including keyboard and screen-reader testing) and remediate any non-conformance	Chief of Staff / Web designer	December 4, 2026
Obtain accessibility confirmation from any third-party provider of payment or account functions linked from www.ksi.law	IT / Web designer	December 4, 2026
Ensure PDFs and forms posted on the website are accessible, or provide an accessible alternative	Web designer	Ongoing; reviewed at each audit
Re-audit the website and remediate findings	Chief of Staff / Web designer	Annually, each November
Adopt WCAG 2.2, Level AA as the design target for the website and new web content	Chief of Staff / Web designer	December 31, 2027

7. Employment Standard

KSI Law is committed to fair and accessible employment practices throughout the employment relationship, from recruitment to redeployment.

- **Recruitment.** Job postings and our careers page state that accommodations are available for applicants with disabilities. Applicants invited to interview or assessment are told that accommodations are available on request, and successful applicants are informed of our policies for accommodating employees with disabilities.
- **Informing employees.** Employees are informed of our policies supporting employees with disabilities at hire and whenever those policies change, and receive information in accessible formats on request.
- **Workplace emergency response.** Individualized workplace emergency response information is provided to employees with disabilities where needed and reviewed as required.
- **Accommodation and return to work.** KSI Law maintains written processes for documented individual accommodation plans and for supporting employees returning to work after a disability-related absence.
- **Performance, career development and redeployment.** The accessibility needs of employees with disabilities and their individual accommodation plans are considered in performance management, career development and advancement, including progression through our collector tiers, and in redeployment.

Action	Responsibility	Target date
Confirm accommodation statements in all job postings (including Kreditor Services postings), interview invitations, offer letters and the onboarding package	HR	November 20, 2026
Finalize written processes for documented individual accommodation plans and return to work	HR	November 20, 2026
Confirm individualized workplace emergency response information is in place for employees who need it, including employees who joined through the 2026 integrations	HR / Operations	November 30, 2026
Incorporate accessibility considerations into the collector tier progression and coaching matrix and into redeployment decisions	HR / Operations	March 31, 2027
Review employment practices and documents for accessibility	HR	Annually, each September

8. Training

KSI Law provides training on the Integrated Accessibility Standards and on the Human Rights Code as it relates to persons with disabilities to all employees, to persons who provide services on our behalf, and to persons who participate in developing our policies. Training is provided as soon as practicable after a person joins KSI Law and whenever our accessibility policies change. Records of training, including dates and the individuals trained, are maintained.

Action	Responsibility	Target date
Complete and record accessibility training for all current personnel, including GSNH and FSTCCS transfers and new Tier 1 Dialer Team hires	HR	November 30, 2026
Include accessibility training in onboarding, to be completed within 30 days of start date	HR	Ongoing from December 1, 2026
Provide web accessibility training to personnel and vendors responsible for www.ksi.law	Chief of Staff	March 31, 2027
Deliver refresher training to all personnel and whenever accessibility policies change	HR	Every two years, starting 2028

9. Design of Public Spaces

KSI Law will meet the Design of Public Spaces Standards when newly constructing or redeveloping public spaces at our premises, including service counters and waiting areas, and will maintain accessible elements of those spaces.

Action	Responsibility	Target date
Confirm whether any public space at our Markham office has been constructed or redeveloped since January 1, 2017, and whether it conforms	Operations	November 13, 2026
Adopt procedures for preventative and emergency maintenance of accessible elements in public spaces, and for temporary disruptions when they are out of service	Operations	November 30, 2026
Apply the Design of Public Spaces Standards to any future office renovation, relocation or new office	Operations	As required

10. Procurement and Self-Service Kiosks

KSI Law considers accessibility when selecting technology, services and facilities, including communications, telephony, practice-management and payment systems. KSI Law does not currently use self-service kiosks; if it does so in future, it will have regard to accessibility features when designing, procuring or acquiring them.

Action	Responsibility	Target date
Include accessibility requirements in vendor selection criteria for client-facing technology and services	Operations / IT	March 31, 2027

11. Monitoring, Status Reports and Review

The Chief of Staff is responsible for overseeing this Plan. KSI Law will:

- prepare an annual status report on progress in implementing this Plan, post it on www.ksi.law each December and provide it in an accessible format on request;
- file accessibility compliance reports with the Province of Ontario as required under the AODA; and
- review and update this Plan at least once every five years, and sooner if required by changes in law or operations, with the next full review to be completed by September 30, 2031.

12. Contact Us

For more information about this Plan, to request it in an accessible format, 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.

