



CANADA ONTARIO: MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION

Alorica is committed to meeting the accessibility needs of persons with disabilities in a manner that respects dignity, independence, integration, and equal opportunity. We comply with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the Integrated Accessibility Standards Regulation (“IASR”), and we will continue to identify, remove, and prevent barriers to accessibility.

SCOPE

Alorica Customer Care, Ltd and SST Office Services, Inc has no brick-and-mortar locations in Ontario, Canada. All Ontario employees work remotely, and all services are delivered virtually. As such, accessibility barriers related to physical premises do not apply. Our plan focuses on accessibility in communications, employment, and customer service in a virtual environment.

CURRENT MEASURES IN PLACE

- Accessibility Policy posted internally and publicly.
- IASR and Ontario Human Rights Code training provided to all Ontario employees.
- Accessible communications upon request, including alternate formats and supports.
- Accessible recruitment and accommodation processes in place for candidates and employees.
- Accessible websites and web content in alignment with WCAG 2.0 Level AA, where applicable.

STRATEGIES AND FUTURE GOALS (2025-2030)

The Company will carry out our functions and responsibilities in the following areas:

- Maintain accessible virtual communication channels.
- Monitor and implement changes to AODA/IASR requirements.
- Review and refresh accessibility training content as needed.
- Conduct accessibility policy and plan reviews every five years or sooner if there are significant changes to operations or the law.

REVIEW AND UPDATE SCHEDULE

This plan will be reviewed and updated at least once every five years, or earlier if business operations or legal requirements change.

AVAILABILITY OF THE PLAN

This plan is posted on our internal and public websites. It is available in accessible formats upon request.

Contact: AODA.inquiries@alorica.com.

