

Loadlink Technologies

Multi-Year Accessibility Plan: 2026-2031

Plan Period: 2026-2031 | 50+ Employees

Last Updated: October 2026 | Next Review Due: October 2031

Statement of Commitment

Loadlink Technologies 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 people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting all requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

We are also committed to fulfilling our requirements under the Ontario Human Rights Code with respect to people with disabilities. As an organization with 50 or more employees, Loadlink Technologies is subject to all requirements under the IASR including the Information and Communications Standard, the Employment Standard, and the Customer Service Standard.

Past Achievements

Initiative	Action Taken	Implemented
Customer Service Standard	Training provided to all staff on serving customers with disabilities; service animals and support persons welcomed; accessible feedback process established; accessibility policy published	January 1, 2010
Emergency and Public Safety	Individualized emergency response plans available for employees who require accommodation; evacuation procedures documented and accessible	January 1, 2012
Training and Feedback	All employees trained on AODA requirements and the Ontario Human Rights Code as it relates to disability; training records maintained; accessible feedback process in place	January 1, 2014
Web Accessibility	Public-facing website updated to conform with WCAG 2.0 Level A. Update to Level AA in progress (see multi-year plan below)	January 1, 2014
Accommodation and Return to Work	Processes documented for individual accommodation plans and return-to-work plans for employees with disabilities	January 1, 2014

Loadlink Technologies will take the following steps to prevent and remove accessibility barriers over the next five years:

Initiative	Action	Target Date	Status
Website: WCAG 2.0 Level AA	Audit and update public-facing website to meet WCAG 2.0 Level AA standard	January 1, 2027	Ongoing
Accessible Formats Process	Document and implement process for providing accessible formats and communication supports upon request	Ongoing	Ongoing

Initiative	Action	Target Date	Status
Employment Accommodation Policy Review	Review and update individual accommodation plan and return to work processes for full IASR compliance	Ongoing	Ongoing
AODA Training Refresh	Ensure all new hires complete AODA training upon onboarding; refresh for existing employees; maintain training records	Ongoing	Ongoing
Compliance Filing	File accessibility compliance report with Ontario government at ontario.ca/accessibility	October 2026	Pending
Accessibility Feedback Review	Review all accessibility feedback annually and update plan and practices accordingly	Annually	Ongoing
Plan Review and Update	Review, update, and re-post this multi-year plan to the Loadlink website	By Oct 16, 2026	Pending