PRISTINE PROPERTY
Maintenance Limited
pristineproperty.ca

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Accessibility Plan Policy, 2026

Intent

Pristine Property Maintenance is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

The company works to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation. This policy outlines the company's accessibility plan and strategy for identifying, removing, and preventing these barriers.

Definitions

Barrier: Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Guidelines

Accessibility Plan

The accessibility plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. The accessibility plan was prepared and published as prescribed and is updated every three years following that, or sooner if necessary.

The accessibility plan was developed in consultation with persons with disabilities and indicates how they were consulted. This process is followed for the creation of and any updates to the plan. Pristine Property Maintenance adheres to all requirements made by regulation in the development and ongoing maintenance of the accessibility plan.

The accessibility plan is written in simple, clear, and concise language to ensure it can be comprehended. The plan includes a "General" section with information, including the position title of the designated individual feedback should be submitted to and their company contact information to ensure anyone can request the plan in accessible formats or provide feedback. It also includes designated sections on accessibility in the areas of

employment, the built environment, information and communication technologies, communication, procurement of goods, services, and facilities, the design and delivery of programs and services, and transportation. The plan also includes a “Consultation” section with information on how consultations with persons with disabilities contribute to preparing the accessibility plan.

The accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

Request for accessible formats of the accessibility plan can be made by mail, phone, or e-mail.

The accessibility plan is made available as soon as feasible. In the instance of a request for the plan in a Braille or audio format, it is provided 45 days after the day the request was received. Requests for other formats are fulfilled within 1-2 weeks after the day the request was received.

Employment

Pristine Property Maintenance understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. The company makes every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodation is made during the recruitment and selection stages, and throughout the employment lifecycle. All training and development programs provided consider an employee’s barriers and abilities.

Submitting Feedback

Pristine Property Maintenance welcomes feedback from its employees regarding the accessibility plan and any barriers encountered by persons with disabilities. Employees who provide formal feedback receive acknowledgement of their feedback, along with any resulting actions based the concerns or complaints they submit.

Employees can submit feedback to:

Kaitlyn Brown, HR Administrator
(705) 313-3871
381 Westney Road, South Ajax ON L1S 6M6
office@pristineproperty.ca

Employees can provide feedback anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the person providing the feedback is most comfortable with. The feedback process is published in conformance with all applicable legislation. Any changes to the accessibility plan or the feedback process are published as soon as possible, and notice of any changes are reported to the accessibility commissioner. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Progress Reports

Pristine Property Maintenance prepares, publishes, and submits a progress report to the accessibility commissioner regarding the implementation of the accessibility plan each year the plan is not required to be published or updated. This report follows a similar structure to the accessibility plan and includes feedback and contact information, information about the consultations completed for the development of the plan, and any feedback received on the accessibility plan. The report addresses how the consultations and feedback were taken into consideration during the process. Progress reports can be made available upon request and are available in all accessible formats the accessibility plan is available in.

Document Retention

The company keeps detailed records of the creation, implementation, and updating of the accessibility plan and progress reports.

The accessibility plan and progress reports are retained on the company's premises where it is accessible to the public for seven years from the date the plan or report was required to be published by.

Any feedback provided to the company is retained for seven years from the date it is received. Where necessary, names and personal information of individuals and employees who participated in the feedback process are redacted to ensure confidentiality and privacy.

Acknowledgement and Agreement

By signing below, I acknowledge that I have read and understand the contents of this policy. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including termination of employment.

Name: Jon Agg

Signature:

Date: October 28, 2026

Witness: Kaitlyn Brown