

2025 Accessibility Progress Report

Land Acknowledgement

In the spirit of truth and reconciliation, we acknowledge that we are on the traditional territories of the many First Nations, Métis, and Inuit who have graced these lands for millennia. We are privileged to live on, work on and enjoy the benefits of these lands, now known as Canada.

About Innovation Federal Credit Union (2025 Data)

Innovation Federal Credit Union is one of the largest credit unions in Saskatchewan. We have approximately 500 amazing employees and manage more than \$5.8 billion in assets. We serve more than 72,000 outstanding members across 28 advice centre locations. In-person service is available in both Regina and Saskatoon.

As a member-owned cooperative, we use our profits to make life better for you, our communities, and our world.

- We offer free banking solutions to save you money
- We provide quarterly returns to our members,
- We reinvest 2 - 4% of pre-tax profits back into the communities we serve.
- Since 2007, we've donated over \$11.6 million to our communities.

It's all part of our Responsible Banking™ philosophy.

With the overwhelming support of our membership, we're excited to be one of the first credit unions in Canada to be a Federal Credit Union under the [Bank Act](#)

Our Purpose

Our purpose is to simplify banking for Canadians.

We want to make your life easier.

We have three core values that guide our team:

Accountability

We take ownership of problems and fix what is broken. When we think we've made a mistake (we all do), we ask. We're best when we collaborate and share success.

Integrity

We say what we do; we do what we say. We speak the truth, kindly. We do the right thing, even when it's hard, and we honour the commitments we make to each other.

Respect

We are courteous and concerned. We recognize that the thoughts and backgrounds of others are as important as our own. We consider what others are feeling and what they might be going through, because we believe in treating everyone with decency and dignity

General

In 2025, Innovation Federal Credit Union focused on establishing the foundational structures necessary to support long-term accessibility improvements across the organization.

Accessibility remained aligned with Innovation's Responsible Banking™ philosophy and embedded within broader diversity, equity, inclusion, accessibility, and belonging (DEIAB) efforts.

Key 2025 progress includes:

- Posted Innovation's first Multi-Year Accessibility Plan to support transparency and public accountability.
- Continued designation of a senior leader as Accessibility Lead to oversee accessibility commitments and feedback.
- Maintenance of multiple feedback channels (email, phone, mail, and web form) to allow employees and members to report barriers or request alternate formats.
- Ongoing promotion of accessibility awareness as part of organizational culture and internal conversations.

These foundational actions support Innovation's commitment to accountability, transparency, and continuous improvement.

This Innovation Accessibility Plan: 2025 Progress Report (the "Report") reflects activities taken during the period from January 1, 2025, through to December 31, 2025, unless otherwise noted.

This Report summarizes our progress in implementing the Plan. Although substantial progress has been made on numerous action items, work remains to complete all commitments.

Accessibility Statement

We want an inclusive environment for you and our staff members. Everyone should be able to bank comfortably with us.

Contact Information

The Accessibility Lead for Innovation is Kathy Irwin, Chief People Officer. You can contact our Accessibility Lead to:

- Provide feedback on this Plan.
- Request alternative formats of this Plan, or to
- Request a description of our accessibility feedback process

To do this, please contact:

- Email Address: accessibility@innovationcu.ca
- Telephone Number: 1 (866) 446-7001
- Mailing Address
Innovation Federal Credit Union
PO Box 638
STN Main
North Battleford, SK
S9A 2Y7

The following formats are available upon request:

- Print
- Large Print
- Braille
- Audio
- Other electronic formats that are compatible with adaptive technologies

For more information about Innovation's feedback process for accessibility, please visit our Feedback section.

[ACCESSIBILITY REPORT 2025_2028.pdf](#)

Culture

Our approach to accessibility is closely tied to our organizational culture. By fostering a culture of inclusion, respect, and shared responsibility, Innovation Federal Credit Union supports the identification, removal, and prevention of barriers across our organization. We recognize that accessibility is not owned by a single team a Innovation, it is a collective responsibility that is embedded in how we work, communicate, and serve our members.

Through ongoing efforts to build awareness and understanding, we encourage employees at all levels to consider accessibility in their day-to-day roles. This includes being mindful of diverse needs, seeking feedback, and identifying opportunities to create more inclusive experiences in both physical and digital environments. Our culture also supports open dialogue and continuous improvement Employees are encouraged to raise accessibility considerations, share ideas, and participate in initiatives that strengthen inclusion across the organization. By creating a space where individuals feel safe to speak up and contribute, we are better positioned to address barriers as they arise an take proactive steps toward meaningful change. While this work is ongoing, we remain committed to building a culture where accessibility is integrated into our practices, decision-making, and long-term planning. This cultural foundation helps ensure that accessibility is not a one-time effort, but a sustained priority that evolves alongside the needs of our employees and members.

Action Item	2025 Progress Update	Status
Develop an Accessibility Policy	An Accessibility Practice was drafted and approved by the People Focus Management Committee. This Practice forms part of Innovation’s broader Employment and Work Standards practice and is accessible to all employees in our internal Policy, Practice and Procedure portal.	Complete
Increase accessibility awareness campaigns	Accessibility awareness has been incorporated into internal communications and learning initiatives on an ongoing basis. Educational content related to accessibility, inclusion, and workplace accommodation has been shared periodically through internal communication channels to build understanding and encourage dialogue among employees. Opportunities to further formalize and expand these efforts,	Complete (and ongoing)

	<p>including alignment with national accessibility-related observances, have been identified and incorporated into planning activities.</p> <p>In May, Innovation recognized National AccessAbility Week through promotion on Viva Engage. In alignment with this observance, the organization launched its first Multi-Year Accessibility Plan, which was published on the public website and shared internally with employees.</p> <p>Disability Employment Awareness Month (DEAM) in October was recognized through internal communications, including a Viva Engage post that featured a personal story shared by an employee. This post prompted additional employees to share their own experiences, fostering meaningful engagement and awareness across the organization.</p> <p>To further support education and learning, Innovation rolled out its Navigating Accessibility training course on October 1, aligned with Disability Employment Awareness Month. The course was promoted through Viva Engage and made available to all employees to support a consistent understanding of accessibility principles and responsibilities.</p> <p>On December 3, Innovation recognized the International Day of Persons with Disabilities through internal communications and again promoted the Navigating Accessibility course to reinforce learning and ongoing awareness.</p>	
<p>Review codebook and policy language for accessibility considerations</p>	<p>The Innovation Codebook has been reviewed and updated to further reflect the organization’s commitment to accessibility. In addition, Innovation continues to apply an accessibility lens when reviewing policy and practice language. This review occurs as part of the organization’s established review</p>	<p>Complete (and ongoing)</p>

	<p>process, supporting the use of inclusive, plain-language communication across policies and practices.</p>	
<p>Start an ongoing schedule of consultations with persons with disabilities</p>	<p>Innovation Federal Credit Union has established multiple avenues to support consultation and engagement related to accessibility. The organization’s Diversity, Equity, Inclusion, Accessibility, and Belonging (DEIAB) Committee meets on a quarterly basis and includes representation from persons with disabilities, providing an ongoing forum for discussion, feedback, and shared perspectives.</p> <p>Innovation distributed an organization-wide employment survey to all employees, which included opportunities to share lived experiences, identify barriers, and highlight areas where Innovation could focus future accessibility efforts. Feedback collected through this survey has helped inform awareness, planning, and priority-setting related to accessibility and inclusion.</p> <p>With the support of the DEIAB Committee, Innovation will continue to build on these efforts by formalizing a consistent structure, process, and cadence for consulting with persons with disabilities and others with a stake in accessibility. This approach will support ongoing engagement both within the organization and, where appropriate, with external stakeholders.</p>	<p>In progress</p>

These actions represent foundational work intended to establish sustainable, organization-wide accessibility practices. Further formalization and expansion of these efforts is planned as part of continuous improvement.

Employment

Innovation Federal Credit Union continues to take steps to identify, remove, and prevent accessibility barriers related to employment, in alignment with the commitments outlined in its Accessibility Plan and the requirements of the Accessible Canada Act. During the reporting period, efforts focused on inclusive recruitment practices, workplace accommodations, onboarding, and ongoing people practices.

In recruitment and hiring, Innovation continued to incorporate accessibility considerations into job postings and recruitment communications. Job postings include information about the availability of accommodations throughout the hiring process, and candidates are encouraged to request accommodations at any stage of recruitment. Recruitment practices are designed to support fair and equitable assessment of candidates while reducing potential barriers related to application processes, interviews, or selection methods.

With respect to onboarding and employment practices, Innovation maintained processes to support employees who require workplace accommodations. Accommodation requests are managed through the People Division and assessed on an individualized basis, taking into consideration the employee's needs and the requirements of the role. Accommodations may include adjustments to work schedules, job duties, tools, or work environments, where appropriate. Information about how to request employment-related accommodations continues to be communicated through internal people resources and leader guidance.

Innovation also continued to embed accessibility considerations into broader people policies and practices, including performance management, learning opportunities, and employee support discussions. Leaders are encouraged to consider accessibility and inclusion when supporting their teams, and employees are made aware of available supports through internal communication channels.

Innovation recognizes that accessibility is an ongoing responsibility. Employment practices continue to be reviewed, and feedback from employees and candidates is monitored to identify potential barriers. Any new barriers identified will be addressed through updates to the Accessibility Plan, people practices, or future progress reports, as appropriate.

Action Item	2025 Progress Update	Status
<p>Provide additional training, support, and resources on accessibility</p>	<p>Innovation Federal Credit Union launched the Navigating Accessibility course on October 1, 2025, with completion required by December 31, 2025. The course is mandatory for all employees and is included in onboarding for new staff.</p> <p>The course provides an overview of disabilities, accessible work options, accessible member service practices, accommodation supports (such as service animals), and accessibility tools, including Microsoft accessibility features. It also directs employees to relevant practices and outlines how to request supports, provide feedback, or report accessibility barriers.</p> <p>In support of ongoing accessibility awareness, Innovation developed a DEIAB Viva Connections page. This page serves as a central hub for DEIAB information, resources, key observances, and related internal communications, and is updated on an ongoing basis.</p>	<p>Complete (and ongoing)</p>
<p>Add a statement to hiring website pages regarding accommodations available during and after the interview process</p>	<p>All job postings include an accessibility note advising job seekers with disabilities that reasonable accommodations are available and outlining how to request support during the application process.</p> <p>A standard accommodation statement is included in all interview confirmation emails to inform applicants of the availability of accommodation and how to request it.</p>	<p>Complete</p>

<p>Implement a feedback process for persons with disabilities</p>	<p>Multiple feedback channels are available to allow individuals to provide input, raise concerns, or share feedback related to accessibility barriers.</p> <p>These feedback mechanisms are communicated on the Accessibility page of our public website and are designed to offer flexible options based on individual needs and preferences. Feedback may be submitted through the following channels:</p> <ul style="list-style-type: none"> • Email: accessibility@innovationcu.ca • Telephone: 1 (866) 446-7001 • Mail: Innovation Federal Credit Union PO Box 638, STN Main North Battleford, SK S9A 2Y7 • Online Feedback form: Accessibility Feedback Form Innovation Federal Credit Union <p>Feedback received through these channels is reviewed and considered as part of Innovation Federal Credit Union's ongoing efforts to identify, remove, and prevent accessibility barriers.</p>	<p>Complete</p>
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These actions reflect Innovation's commitment to strengthening accessibility practices across employment and recruitment. Work completed to date has focused on awareness-building and foundational planning, with further implementation planned as part of continuous improvement.

Built Environment

Innovation Federal Credit Union continues to consider accessibility in relation to the built environment, with a focus on identifying, removing, and preventing physical barriers within employee workplaces and member-facing locations, where applicable. These efforts align with the commitments outlined in the organization’s Accessibility Plan and support a safe and inclusive environment for employees, members, and visitors.

During the reporting period, Innovation maintained awareness of accessibility considerations in relation to physical spaces, including advice centre locations and administrative offices. Accessibility considerations are incorporated when changes to physical spaces are planned, such as renovations, relocations, or reconfigurations, with the intent of minimizing barriers to access and movement.

Innovation also continues to rely on established processes to identify potential physical accessibility concerns. Employees and members are encouraged to raise concerns related to physical access through existing feedback and reporting channels. Any identified concerns are reviewed and addressed based on feasibility, safety considerations, and available resources.

Innovation recognizes that physical accessibility needs may evolve over time. Built environment accessibility will continue to be monitored, and opportunities for improvement will be considered as part of ongoing facilities planning and future accessibility initiatives.

Action Item	2025 Progress Update	Status
<p>Address known barriers in smaller advice centres, including temporary adjustments until permanent fixes can be found</p>	<p>In 2025, Innovation completed a targeted review of accessibility within smaller advice centres to identify and prioritize built environment barriers. As a result of this review, several improvements were implemented to address identified barriers and reduce accessibility risks for employees and members. These actions included:</p> <ul style="list-style-type: none"> • Adjustments to Member Advisor workstations in the Pierceland and Mankota Advice Centres to improve 	<p>Complete (and Ongoing)</p>

	<p>accessibility and workspace usability.</p> <ul style="list-style-type: none"> • Ergonomic assessments completed for staff in Mankota, Glaslyn, Swift Current, Gravelbourg, Eastend, Gull Lake, and Lancer Advice Centres • Sidewalk raising and levelling work completed at the Swift Current, Shell Lake, and Ponteix Advice Centres to improve exterior access and reduce trip hazards. • Reconstruction of the entrance ramp at the back door of the Glaslyn Advice Centre to improve safe and accessible entry. • Wheelchair ramp built for accessibility onto concrete pad at the Cut Knife Advice Centre. <p>Reviews of advice centre accessibility will continue, with temporary adjustments implemented where needed and permanent remediation prioritized through facilities and capital planning as barriers are identified.</p>	
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These actions demonstrate Innovation’s ongoing commitment to improving accessibility within the built environment, particularly in smaller advice centres where physical constraints may present unique challenges. By completing targeted accessibility reviews and acting on identified barriers through both temporary adjustments and permanent improvements, Innovation has taken meaningful steps to reduce risk and improve access for employees and members.

This work will continue through ongoing advice centre accessibility reviews, with future improvements prioritized based on identified needs, operational feasibility, and alignment with facilities and capital planning to support continuous accessibility progress.

Information and Communication Technologies (ICT)

Innovation Federal Credit Union continues to consider accessibility in relation to information and communication technologies (ICT), with the objective of identifying, removing, and preventing digital accessibility barriers for employees, members, and the public. Efforts in this area align with the organization's Accessibility Plan and support equitable access to digital information and services.

During the reporting period, Innovation maintained awareness of accessibility considerations across internal and external digital platforms, including websites, intranet resources, and digital documents. Where practicable, accessibility considerations are applied when developing, updating, or publishing digital content to support usability for individuals with diverse accessibility needs.

Innovation continues to promote the use of accessible document practices within the organization. Employees responsible for creating digital content are encouraged to use available tools and features to improve accessibility, such as clear structure, readable formatting, and compatibility with assistive technologies, where appropriate. Accessibility considerations are incorporated into broader guidance related to document creation and internal communications.

With respect to systems and platforms, Innovation continues to rely on vendor-supported technologies and enterprise tools that offer accessibility features. Accessibility considerations may be taken into account when evaluating new systems or making updates to existing digital tools, subject to operational requirements and system capabilities. Innovation recognizes that digital accessibility expectations and technologies continue to evolve. Accessibility of information and communication technologies will continue to be monitored, and opportunities to improve digital access will be considered as part of ongoing technology planning, feedback review, and future accessibility initiatives.

Action Item	2025 Progress Update	Status
<p>Develop a process to request specialized equipment and programs</p>	<p>Business Process Optimization support was engaged to map a consistent ergonomic request process, supported by a leader presentation rolled out on August 28, 2025. The accommodation request process has also been digitized and centralized through the People Division and is currently live on the People Division Connections Home Page. All accommodation requests are submitted through this process, with the People Division coordinating hardware or software requests with the Service Desk as needed.</p>	<p>Complete</p>
<p>Develop a policy or procedure outlining Innovation’s commitment to removing ICT barriers</p>	<p>Accessibility considerations have been incorporated into ICT discussions and digital initiatives where possible. While a formal ICT accessibility policy or procedure is not yet in place, the need for a documented and consistent approach has been identified to support accountability, accessible ICT procurement, and long-term planning. This work has been reprioritized by the Third Party Risk Management team and is planned for further development in 2026.</p>	<p>Not started</p>

These actions support Innovation’s commitment to reducing ICT-related barriers and improving digital accessibility. Work completed to date has focused on awareness and informal practices, with formalized policies and processes identified as a priority for future development.

Communication (Other than ICT)

Innovation Federal Credit Union continues to consider accessibility in relation to communication other than information and communication technologies, including in-person interactions, written materials, and other non-digital forms of communication. These efforts support equitable access to information for employees, members, and the public, and align with the commitments outlined in Innovation's Accessibility Plan.

In 2025, Innovation achieved an accessibility score of 89.8 on Siteimprove, exceeding the industry benchmark of 85 for Canadian websites in the Finance, Insurance, and Real Estate sectors. This result, based on automated and semi-automated testing, demonstrated Innovation's strong stance towards accessible banking compared to industry peers while also informing ongoing efforts to further enhance digital accessibility in 2026.

During the reporting period, Innovation maintained awareness of accessibility considerations in non-digital communications such as printed materials, signage, and verbal interactions. Where practicable, information is communicated using clear, plain language to support understanding and reduce barriers related to complexity or clarity.

Innovation also maintains processes that allow individuals to request information in alternate formats, where required. Requests for alternate formats are managed through established communication and People Division channels, and are addressed on an individualized basis, taking into consideration the nature of the request and available resources.

Employees who interact directly with members and the public are encouraged to be responsive to accessibility-related communication needs and to escalate concerns or requests through existing internal processes when appropriate. Feedback related to communication barriers can be submitted through Innovation's feedback mechanisms and is reviewed as part of ongoing accessibility monitoring.

Innovation recognizes that communication preferences and needs may vary. Communication practices will continue to be reviewed, and opportunities to improve accessibility will be considered as part of future accessibility planning and continuous improvement efforts.

Action Item	2025 Progress Update	Status
<p>Develop a process for making internal communications accessible</p>	<p>Awareness has increased regarding the importance of accessible internal communications. Accessibility considerations have been applied informally when developing certain internal materials, including considerations reflected in the Communication Framework rolled out in fall 2025. However, the need for a consistent, documented process for making internal communications accessible has been identified.</p>	<p>In progress</p>
<p>Develop a process to provide communications and information in alternate formats</p>	<p>Requests for alternate formats have been addressed when needs are identified. The updated <i>Employment and Workplace Standards</i> practice outlines how employees and applicants can request information in alternate formats; however, it does not currently include a formalized, organization-wide process. The need to document and implement a consistent process for providing communications and information in alternate formats has been identified and is planned for mid- to late-2026.</p>	<p>In progress</p>
<p>Consider including images of persons with disabilities on the website and marketing materials</p>	<p>Innovation has begun incorporating more diverse imagery across the website and marketing materials, including within the Annual Report. This work provides a foundation for future efforts to intentionally include images of persons with disabilities in communications and branding materials.</p>	<p>Complete (and ongoing)</p>

These actions support Innovation's commitment to improving accessible communication practices. Current efforts have focused on raising awareness and responding to needs as they arise, with plans to formalize processes and improve consistency over time.

Procurement of Goods, Services, and Facilities

Innovation Federal Credit Union recognizes that procurement decisions can influence accessibility outcomes. During the reporting period, there were no required accessibility-related procurement actions scheduled for completion, as commitments in this area are planned for 2028. Accessibility considerations will continue to be reviewed as part of future procurement planning in alignment with Innovation's Accessibility Plan and upcoming commitments.

Design and Delivery of Programs and Services

Innovation Federal Credit Union is committed to considering accessibility in the design and delivery of programs and services. Accessibility considerations will continue to be reviewed as part of future program and service planning, with opportunities for enhancement addressed through ongoing monitoring, feedback, and continuous improvement efforts. Future actions include providing additional training and information to staff to strengthen awareness and build capability in supporting members with disabilities.

Transportation

Innovation Federal Credit Union does not provide transportation services as part of its operations, nor does it operate or manage transportation systems subject to accessibility requirements under the Accessible Canada Act. As a result, no transportation-related barriers were identified during the reporting period, and no specific actions were required in this area.

Innovation will continue to monitor its operations and service delivery models to ensure that, should transportation-related responsibilities arise in the future, accessibility considerations will be assessed and addressed in alignment with applicable legislation and regulatory requirements.

Consultation

Consultation remained a cornerstone of Innovation's accessibility work in 2025. Progress included continued reliance on input gathered through employee interviews, focus groups, and surveys conducted as part of the accessibility assessment. In addition, Innovation leveraged ongoing internal forums, including regular Diversity, Equity, Inclusion, Accessibility, and

Belonging (DEIAB) meetings, as a space for discussion, awareness, and input related to accessibility and inclusion.

Innovation also provided employees with opportunities to share feedback through existing engagement mechanisms, including the Employment Equity Survey, which allows employees to voluntarily share information and perspectives that help inform accessibility and equity initiatives.

Innovation reaffirmed its commitment to ongoing consultation by recognizing lived experience and stakeholder input as essential to effective accessibility planning and continuous improvement.

Feedback

In 2025, Innovation maintained multiple accessible channels for receiving feedback related to accessibility.

Progress included:

- Continued monitoring of feedback received through email, phone, mail, and online forms.
- Commitment to reviewing feedback and using it to inform accessibility improvements.

Feedback mechanisms remained central to Innovation's approach to continuous improvement under the Accessible Canada Act.

Accessibility Page Metrics for 2025

- These metrics were collected using Adobe Analytics between January 1st, 2025, to December 31st, 2025.
- All internal traffic within the Innovation network was excluded based on IP address.

Page Views: 696

Unique Visitors: 429

View PDF: 21

View Text File: 8

Accessibility Inquiries by Categories

- In 2025, we received at least 5 inquiries related to accessibility
- These inquiries were collected across multiple channels including digital banking, emails, phone calls, and the web form.

Accessibility Feedback Type	Number of Inquiries	Percentage
Visual Accessibility	4	80%
General Inquiries	1	20%

Accessibility Inquiry – by Channel	Number of Inquiries	Percentage
Digital Banking	2	40%
Accessibility Web Form	1	20%
Phone Call	1	20%
Email	1	20%

Looking Ahead to 2026

In 2026, Innovation Federal Credit Union will continue to build on the foundational accessibility work completed in 2025 and shift toward more consistent, formalized, and sustainable practices. The organization’s focus will be on strengthening governance, improving process clarity, and ensuring accessibility considerations are embedded into everyday operations and decision-making.

Key areas of focus for 2026 will include advancing accessibility-related training and awareness for employees and leaders, developing individualized emergency repose plans, and continuing to address identified built environment barriers through planned reviews and prioritized improvements. Innovation will also continue to enhance consultation and feedback practices to ensure lived experience and employee input inform ongoing accessibility efforts.

Innovation recognizes that accessibility is an ongoing responsibility. Progress in 2026 will be guided by existing plans, operational priorities, and feedback received, with updates reflected through future accessibility reporting and continuous improvement activities.

Caution Regarding Forward-Looking Statements

This Accessibility Plan Progress Report may contain forward-looking statements concerning Innovation's future strategies. These statements involve uncertainties in relation to prevailing economic, legislative, and regulatory conditions at the time of writing.

By their very nature, forward-looking statements are based on assumptions that involve inherent risks and uncertainties, both general and specific. It is therefore possible that the forecasts, projections, and other forward-looking statements will not be achieved or will prove to be inaccurate. Although the credit union believes that the expectations reflected in these forward-looking statements are reasonable, it can give no assurance that these expectations will prove to be correct.

Glossary

Accessibility

Accessibility refers to how services, technology, locations, devices, environments, and products are designed to accommodate persons with disabilities. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning, design, and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making everything more usable and practical for all people.

Alternate Formats

Alternate formats refer to print, audio, or video materials that have been modified from their original format. Alternative formats present information in other ways so that everyone has equal access to the information. This can be very beneficial to persons with disabilities. Some common types of alternative formats are audio recordings, captions, braille, descriptive video, and large print. Alternative formats are sometimes referred to as accessible formats.

Barrier

According to the Accessible Canada Act (2019) a barrier is “anything - including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability

According to the Accessible Canada Act (2019) disability is defined as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

Code Book

An organizational Code Book is a comprehensive guide that outlines the standards and expectations for behaviour within a company. Its purpose is to provide clear direction, ensure consistency across the organization, and describe the company's culture. Typically, it includes the company's purpose statement and values.