



## AODA Policy and Procedures

### **Statement of Commitment to Accessibility**

Axonify Inc. (the “Company”) is committed to providing a barrier-free environment for all stakeholders including our employees, job applicants, and any visitors and other third parties, who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and its associated standards and regulations.

We are 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 will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA. Providing an accessible and barrier-free environment is a shared effort, and as an organization, we committed to working with the necessary parties to make accessibility for all a reality.

We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. The Company is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause the Company undue hardship.

The following is an outline of the Company’s commitment to ensure compliance with the standards. Upon request, the Company will provide a copy of this document in an alternative accessible format.

### **General Standards**

#### **Accessibility Plan**

The Company will maintain and document a Multi-Year Accessibility Plan outlining the Company’s strategy to identify, remove and prevent barriers and increase accessibility for persons with disability, in accordance with the AODA.

#### **Training**

We are committed to training our employees and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles. We will provide training on an ongoing basis whenever changes are made to relevant policies, procedures, and practices.

### **Information and Communications Support**

#### **Communication**

We are committed to communicating with persons who have disabilities in a manner which takes into account their disability. We will train employees to ensure they interact and communicate effectively with people with various types of disabilities.



## **Telephone Services**

We are committed to providing accessible telephone services to our customers. We will train employees to communicate with customers over the telephone using clear and plain language and to speak clearly and slowly.

### **Availability and Format of Documents**

Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

Documents related to accessible customer service will be provided in an accessible format or with communication support, upon request.

### **Accessible websites and web content**

We will ensure our internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A. We are further committed to all internet websites and web content will conform with WCAG 2.0 Level AA, other than; success criteria 1.2.4 Captions (Live); success criteria 1.2.5 Audio Descriptions (Pre-recorded) by the required compliance date.

### **Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. We have put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

### **Providing Services to People with Disabilities**

#### **Personal Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain access to our services. We will ensure that our employees responsible for customer interaction is familiarized with various assistive devices that may be used by customers with disabilities while accessing our services.



## **Use of service animals and support persons**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all employees, volunteers and others dealing with the customers are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

The Company welcomes persons who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Company's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## **Notice of Temporary Disruptions**

We will provide notice to our customers in the event of a planned or unexpected disruption in the services usually used by people with disabilities

To the extent the information is available, the notice will include information about the reason for the disruption, its anticipated duration and a description of alternate services if there are any available.

## **Feedback Process**

If you would like to submit an inquiry or provide feedback concerning accessible services or requests for an alternative format or communication support may be submitted in writing by email or by telephone. Please direct your feedback to [accessibility@axonify.com](mailto:accessibility@axonify.com) or call (519) 585-1200.