



## Accessibility Policy

### Purpose

The Accessibility Policy (“The Policy”) describes how Axonify Inc. (“Axonify”) provides its programs, goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities. Our practices are in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

### Accessibility Commitment Statement

We believe in the dignity and respect of all individuals and promote inclusivity and accessibility in our business operations. We commit to offering a safe, welcoming and barrier-free environment for our customers, employees, job applicants, visitors and other stakeholders who interact with our business or access our information. At a minimum, our goal is to uphold the requirements of all legislation, including the AODA, to offer an environment that is respectful of each person’s abilities. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs and training, which will be reviewed as practices, procedures, or regulations change.

### Training

Axonify is committed to providing training to all employees and other representatives of Axonify who deal with the public, or other third parties on behalf of Axonify, as well as those who are involved in the development of policies, programs, practices that deal with the provision of Axonify’s goods and services.

Training is completed within the first three months of employment at Axonify and will be provided in a way that best suits the roles of employees and volunteers. Content includes an introduction to AODA, an explanation of the five (5) standards of AODA, Human Rights legislation as it pertains to people with disabilities, and best practices that pertain to our business.

### Information and Communication

Axonify is committed to meeting the communication needs of persons with disabilities. When communicating with a person with a disability, individuals working on behalf of Axonify will do so in a manner that takes into account the person’s disability and will make a reasonable effort to have the person with a disability understand both the content and intent of the communications. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Axonify will consult with persons with disabilities to determine their information and communication needs.

### Employment

Axonify is committed to fair and accessible employment practices. Those seeking employment at Axonify will be notified that reasonable accommodations may be made for persons with disabilities, upon request, during the recruitment, assessment, and selection processes. Workplace information that is required to perform a job will be provided in accessible formats to Axonifiers with disabilities, as requested. Individualized emergency evacuation plans will be created, as required, to ensure a safe evacuation for persons with disabilities. Throughout the employment lifecycle, we will take into account the accessibility needs of Axonifiers with disabilities.



## **Accessibility Policy**

### **Use of Assistive Devices, Service Animals and/or Support Persons**

Axonify has designed its goods and services with specific product guidelines that allow customers to optimize the accessibility of the product. In addition, persons with disabilities are welcome to use a personal assistive device to obtain, use or benefit from Axonify's goods and services. Axonify will make every effort to allow for the use of a personal assistive device unencumbered.

Axonify welcomes support persons to accompany persons with disabilities on an Axonify premise in order to help with communication, mobility, personal care or other reasons related to their disability.

Persons with disabilities on Axonify's premises are welcome to be accompanied by a guide dog or other service animal for reasons related to their disability, except as prohibited by law or when another individual's health and safety could be seriously compromised by the presence of a service animal.

### **Feedback**

Axonify welcomes the opportunity for collaboration and feedback related to the achievement of the accessibility requirements and standards outlined in this commitment.

As it relates to the provision of Axonify's goods and services, individuals representing Axonify will accept verbal feedback and will use sensitivity and diplomacy to address any issues immediately when possible. Information on how to submit feedback on accessibility requirement requests can be made by sending an email to [accessibility@axonify.com](mailto:accessibility@axonify.com).

### **Notice of Temporary Disruption to Services or Facilities**

Should any aspects of our facilities that are used by persons of disabilities become temporarily unavailable, a notice will be publicly posted including information about the reason for the disruption, anticipated duration, and a description of alternative facilities or services if available.

In the event that our product or product's services are interrupted for an extended period of time, a notice of disruption will be sent out via Axonify's Customer Support team.

### **Design of Public Spaces**

Axonify will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include the parking lot, waiting rooms, and/or meeting spaces.

### **Axonify's Multi-Year Accessibility Plan**

Axonify has established a Multi-Year Accessibility Plan, which is reviewed at least once every 5 years. The purpose of the Accessibility Plan is to proactively identify, remove and prevent barriers to persons with disabilities in Axonify's policies, programs, practices and services in Ontario. Copies of Axonify's Accessibility Policy and/or Multi-Year Accessibility Plan will be provided in accessible formats upon request by emailing [accessibility@axonify.com](mailto:accessibility@axonify.com).