



Accessibility Policy and Plan

Mappedin Inc. (the “Company”) is dedicated to providing accessible services and work environment for all employees, prospective employees, and clients. This policy outlines the company's compliance with Parts I and III of the *Integrated Accessibility Standards Regulation* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This policy ensures the Company provides services and employment practices that follow the principles of dignity, independence, integration, and equal opportunity.

General Principles

Establishment of Accessibility Policies and Plans

The Company will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements, and will, upon request, make such policies publicly available in an accessible format. The Company is committed to meeting the accessibility needs of persons with disabilities in a timely manner. The Company will establish and maintain a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request. The Company will review and update its accessibility plan once every five years.

Training Requirements

The Company will provide training for its employees regarding the IASR and the Ontario *Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the Company's policies, and all other persons who provide goods, services, or facilities on behalf of the company. Training will be provided regularly to new employees and as changes to the Company's accessibility policies occur. The Company will maintain records on the training provided, when it was provided, and the number of employees who were trained.

Recruitment, Assessment and Selection

The Company will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Where an accommodation is requested, the Company will consult with the applicant and provide or arrange for reasonable accommodations in a manner that takes into account the applicant's accessibility needs due to disability. Successful applicants will be made aware of the Company's policies and supports for accommodating people with disabilities.



Accessible Formats and Communication Supports for Employees

The Company will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The Company will provide the information required to new employees as soon as practicable after they begin their employment. If an employee with a disability requests it, the Company will provide or arrange for the provision of accessible formats and communication supports for the following: information needed in order to perform their job; and, information that is generally available to all employees in the workplace.

Accessible format: Includes large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities. Communication supports includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Workplace Emergency Response Information

Where required, the Company will create individualized workplace emergency response plans for employees with disabilities. This plan will be created in consultation with the employee and take into account the unique challenges created by the individual's disability and the physical nature of the workplace. This information will be reviewed when: the employee moves to a different physical location in the organization; the employee's overall accommodation needs or plans are reviewed

Documented Individual Accommodation Plans

The Company will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The development process for these plans will include:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that an employer can request an evaluation by an outside medical expert to determine whether or how accommodation can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.



Return to Work

The Company will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work. All steps and individual accommodation plans will be documented and created in consultation with the employee.

Performance Management and Career Changes

The Company will consider the accessibility needs during the company's performance management process, redeployment, or when offering career development or advancement opportunities.

Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves. All services provided by the Company shall be delivered in a manner that follows the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability; a mental disorder; or
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

Service Animal – an animal is a service animal for a person with a disability if:



1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability: A member of the College of Audiologists and Speech-Language Pathologists of Ontario; A member of the College of Chiropractors of Ontario; A member of the College of Nurses of Ontario; A member of the College of Occupational Therapists of Ontario; A member of the College of Optometrists of Ontario; A member of the College of Physicians and Surgeons of Ontario; A member of the College of Physiotherapists of Ontario; A member of the College of Psychologists of Ontario; or A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

The Provision of Services to Persons with Disabilities

The Company will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner; and
- Communicating in a manner that takes into account the customer's disability.

The Use of Assistive Devices, Service Animals &/or Support Persons

Persons with disabilities may use their own assistive devices as required when accessing services provided by the Company. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to services.

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless



otherwise excluded by law. If a guide dog, service animal or service dog is excluded by law, or when the health and safety of others could be seriously impacted, the Company will offer alternative methods to enable the person with a disability to access goods and services, when possible.

If a customer with a disability is accompanied by a support person, the Company will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person and will not charge the support persons any fees or fares, as applicable. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed. In circumstances where the Company's confidential, proprietary or sensitive information will be discussed, the customer and/or the support person may be required to execute a confidentiality or non-disclosure agreement prior to participating in the discussion.

Notice of Disruptions in Service

In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Company's goods or services, reasonable efforts will be made to provide advance notice to advise services that are disrupted or unavailable, reason for the disruption, anticipated duration and a description of alternative services or options. The Company will provide notice by posting notices on the Company website and contacting customers where necessary.

Customer Feedback

The Company shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Customers can submit feedback by email, telephone, or mail to:

People Operations

14 Erb Street W, Waterloo ON N2L 1S7

(519) 594-0102

accessibility@mappedin.ca

Feedback will be received and managed by our People Operations team. Communication supports and accessible formats are available and may be arranged upon request.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.



Design of Public Spaces

The Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Parking
- Waiting areas and meeting rooms
- Kitchen area

Multi-year Accessibility Plan

The Company has established a Multi-Year Accessibility Plan, which is maintained on an ongoing basis. The purpose of the Accessibility Plan is to proactively identify, remove and prevent barriers to persons with disabilities in the Company's policies, programs, practices and services in Ontario. Copies of the Company's Accessibility Plan and Policy will be provided to external parties upon request by emailing accessibility@mappedin.ca.

Notice of Availability and Format of Documents

The Company shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability.

Accessible formats of our policies can be made available upon request. For more information, contact our People Operations Team.

People Operations

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Review

This policy will be reviewed regularly to ensure that it reflects current practices of the Company as well as legislative requirements.

Issue Date: June 2022

Review Date: November 24, 2023

Review Cycle: Annual

Approved By: People Operations