

Canada - Accessibility Policy

1 PURPOSE

The *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) is provincial legislation that aims to provide barrier-free accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

The term “accessibility” means affording people of all abilities opportunities to participate fully in everyday life. “Barriers” are obstacles that prevent people with disabilities from fully participating in society. The AODA broadly defines “disability” to encompass physical and mental impairments.

2 STATEMENT OF POLICY

2.1 General

Achievers Solutions Inc. (collectively, “**our**” or “**we**”) are committed to improving accessibility in accordance with the AODA and all applicable laws, statutes, ordinances, rules, regulations, and orders (collectively, “**Ontario Accessibility Laws**”). We will do so by identifying, removing, and preventing barriers to accessibility. This commitment is embodied in this Accessibility Policy (“**Policy**”).

2.2 Customer Service

We are committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

2.3 Information and Communications

We are committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications 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. We will consult with people with disabilities to determine their information and communication needs.

2.4 Employment

We are committed to fair and accessible employment practices.

We will notify the public and employees that, when requested, we will accommodate disabilities during recruitment and assessment processes, and when people are hired.

Where needed, we will provide customized workplace emergency information to employees who have a disability.

Our performance management, career development, and redeployment processes will consider the accessibility needs of employees with disabilities.



3 POLICY COMPLIANCE

3.1 Modification to Existing Policies

Any policy that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

3.2 Policy Exceptions

Due to the nature of this policy, no exceptions will be permitted.

3.3 Policy Violations

Anyone who believes an actual or suspected violation of this Policy has occurred must immediately notify their manager or the Policy Owner. We will not retaliate against an employee who makes such a report in good faith.

4 COMMUNICATION AND TRAINING

We are committed to providing training on the requirements of Ontario Accessibility Laws and on accessibility aspects of the *Human Rights Code* that apply to persons with disabilities.

All employees, volunteers and other staff members will receive training on accessibility and this Policy. Training will take place upon hire, as part of our onboarding process, and when changes are made to this Policy. Appropriate records of training are maintained.

5 RELATED INFORMATION

5.1 For More Information

For more information on this Policy, please contact employee.success@achievers.com

Standard and accessible formats of this Policy are free on request.

5.2 References

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.

Integrated Accessibility Standards, O. Reg. 191/11.

Integrated Accessibility Standards, O. Reg. 165/16.

Human Rights Code, R.S.O. 1990, c. H.19.