

ACCESSIBLE COMMUNICATIONS AND INFORMATION POLICY (AODA) - ON

Intent

ShareWord Global provides accessible information and communications for persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and its associated regulations. This policy sets out the standards for providing accessible information and communications.

Statement of Commitment

ShareWord Global is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. We respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. To support our objectives, we have designated a team of employees that will lead our efforts to meet our commitments.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Guidelines

ShareWord Global strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency

information, such as evacuation procedures and floor plans. The company also ensures that our website and web content meet the standards required by the Integrated Accessibility Standards Regulation to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports via our website. Requests for accessible formats or communication supports should be submitted to HR by telephone or via e-mail. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the company does not control through a contractual relationship.

Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If ShareWord Global determines that information or communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.