



ACCESSIBILITY POLICY

We are committed to providing a barrier-free environment for our clients, employees and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and we have made a commitment to being increasingly accessible. Although the AODA pertains specifically to Ontario, we apply this policy uniformly across all employees irrespective of the province in which you perform work. We believe we have an important responsibility to ensure a safe, dignified, and welcoming environment for everyone.

Employment

To demonstrate our commitment, we follow a policy of administering all employment decisions and actions without regard to race, gender, religion, disability or any other protected ground under Human Rights. We are committed to the principles of *potential* and *merit* as key criteria for hiring and promotion. We will provide communication assistance, information in accessible formats, and any necessary accommodations, collaborating with each employee to identify their requirements and eliminate barriers to foster individual success in the workplace.

To request accommodation, please contact your Manager or Human Resources. Working in consultation with you, the company will develop an individual accommodation plan to support your success and performance potential.

Individual Accommodation Plan (IAP)

Innovation Factory is committed to the development of a formal and written plan for any employee requesting accommodation.

The IAP will include, at least, the following 8 elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from the workplace (e.g., a member of the Joint Health and Safety Committee) in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.



7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Documented IAPs are used to inform return to work planning for any employee on leave due to disability.

Training

To demonstrate our commitment to accessibility and promote a culture of inclusivity, all employees are required to complete training on the Integrated Accessibility Standard Regulation (IASR) and the Human Rights Code, as well as the Customer Service Standard. Training requirements are reviewed annually and individuals responsible for creating policy and/or have roles that more directly impact accessibility may take require additional training. Training is also provided to volunteers and all other persons who provide services on behalf of the organization.

Accessibility for our Clients

The Company is committed to providing equal access to our services to all our current and potential clients, including those with any type of disability.

Our goal is to ensure that our customer accessibility policies and practices are consistent with the following four core principles:

- i. **Dignity.** Persons with a disability must be treated as valued clients who are as deserving of our services as any other client.
- ii. **Equality of Opportunity.** Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our services.
- iii. **Integration.** Where possible, persons with a disability should benefit from our services in the same, or similar, manner as any other client.
- iv. **Independence.** Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

To promote inclusiveness and accessibility we permit individuals with a disability, and who are on our premises, to be accompanied by a service animal or support person and/or to utilize any assistive devices as required.



Conflict of Law or Policy

Should a conflict arise between accessibility, privacy, health and safety or any other law or governing practice, the Company will strive to balance competing priorities in a manner that is respectful and inclusive of clients with any disability. We will include any client with a disability in the solution, guided by our core principles of dignity, equality of opportunity, integration and independence.

Information and Communication

We have a process for receiving and responding to feedback regarding our accessibility program overall. This process is accessible to persons with disabilities upon request and all inquiries should be directed to Human Resources. Upon request, we will provide information about our organization and its services in accessible formats or with communication supports in a timely manner and at no additional cost. In all circumstances, we will consult with the person making the request in determining the suitability of an accessible format or communication. Human Resources will track all inquiries, concerns, complaints or other comments related to accessibility ensuring that policies are updated as needed.