

ENTUITIVE

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA): CUSTOMER SERVICE POLICY ACKNOWLEDGEMENT STATEMENT

Entuitive recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code (the “Code”) and the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025.

Commitment

The AODA Customer Service Policy of Entuitive strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Entuitive is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and the AODA and its regulations. Entuitive is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- **Assistive Devices**
 - We are committed to serving people who need assistive devices to obtain, use or benefit from our services. An assistive device is any device that is designed, made or adapted to assist an individual with a disability in carrying out activities.
- **Communication**
 - We will communicate with people with disabilities in ways that take into account their disability.
- **Notice of Service Disruption**
 - Entuitive will provide customers with notice in the event of a planned or unexpected disruption in services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services, if available.

- **Service Animals**

- We are committed to accommodating persons with disabilities who are accompanied by a guide dog or other service animal. Persons with disabilities are responsible for the care and control of the service animal at all times. At no time will a person with a disability who is accompanied by a service animal be prevented from having access to his or her service animal while on our premises.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Entuitive's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Training

Entuitive will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of the company and all those who are involved in the development and approval of customer service policies, practices and procedures. Completion of accessibility training will be tracked and recorded.

AODA INTEGRATED ACCESSIBILITY STANDARDS REGULATION – EMPLOYMENT

Entuitive is committed to fair and accessible employment practices. All employment services provided by Entuitive shall follow the principles of dignity, independence, integration and equal opportunity.

Employment Practices

Entuitive will ensure that reasonable accommodations are made to persons with disabilities during the recruitment, assessment and selection processes, upon request. All applicants will be informed about the availability of accommodations. All successful applicants will be informed of the policies and supports available to employees with disabilities.

Employment Standards

Entuitive will ensure that reasonable accommodations are made to employees with disabilities and where necessary in an accessible format, based on the employee's accessibility needs:

- Upon request, Entuitive 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.
- Provide and review individual accommodation plans for employees with disabilities throughout their career at Entuitive.
- Collaborate with an employee who has been absent from work due to a disability to provide a return to work plan allowing reasonable accommodations to facilitate the return.
- Provide individualized workplace emergency response information to employees or any person designated to provide assistance to an employee.

Training

Entuitive will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as required.

AODA INTEGRATED ACCESSIBILITY STANDARDS REGULATION – INFORMATION & COMMUNICATION STANDARD POLICY

Entuitive is committed to providing information and communication for persons with disabilities in a format that considers their individual needs. All information and communication provided by Entuitive shall follow the principles of dignity, independence, integration, and equal opportunity.

Accessible Emergency Information

Entuitive is committed to providing our clients with emergency information upon request and will do so in a format that is accessible to persons with disabilities.

Accessible Formats and Communication Supports

Entuitive will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. Entuitive will consider the person's accessibility needs when customizing individual requests.

Accessible Websites and Web Content

Entuitive will ensure that all new web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA in 2021. Web content includes any information which resides on an internet or intranet web site and will be made available in an accessible format upon request.

Training

Entuitive will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as required.

Feedback Process

The ultimate goal of Entuitive is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Should anyone wish to provide feedback, on the way Entuitive provides goods and services and employment practices to persons with disabilities, or have any questions regarding this AODA policy and its various components, you may do so by:

- Email: p+c@entuitive.com
- Telephone: 416.477.5832
- In person or writing to: Entuitive, 200 University Avenue 7th Floor, Toronto, ON M5H 3C6
- Any other way that better meets the communication needs of the person providing the feedback.

If the individual providing the feedback wishes to be contacted, they must provide their name and contact information. All feedback will be addressed by People & Culture and/or leadership.

If an individual has a complaint, the individual will receive a response to his or her complaint from People & Culture and/or leadership and where appropriate, an investigation into the complaint may be conducted.

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.

Disability: The AODA defines **disability** as:

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 co-ordination, 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 learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service animal means, for a person with a disability, an animal if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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 or medical needs or with access to goods or services.

Web Content Accessibility Guidelines refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”