

Integrated Accessibility Standards Policy and Multi-Year Plan

Statement of Commitment

Gary Jonas Computing Ltd. (“Jonas Software”) has prepared an Integrated Accessibility Standards Policy and Multi-Year Plan (“Policy”) in accordance with its obligations pursuant to *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), *Integrated Accessibility Standard Regulations* (“IASR”) (O. Reg. 191/11 s. 4(1)(2)). The Ontario government endeavours to make the Province of Ontario fully accessible by 2025.

This Policy contains the applicable deliverables and initiatives that will be incorporated across Jonas Software in the coming years. Jonas Software will review this Policy every five (5) years as required. Any revisions and updates to this Policy will be posted on the Jonas Software website; at the Jonas Software headquarters in Markham, Ontario; and, within Jonas Software’s Human Resources Information System (“HRIS”).

Jonas Software is committed to cultivating an environment of mutual respect whereby all people are to be treated with courtesy, dignity, and respect. Jonas Software endorses the AODA and applicable statutes and is committed to compliance with its principles.

Jonas Software strives to provide an accessible and welcoming environment for everyone by identifying and removing barriers in the workplace and ensuring that new barriers are not created. Jonas Software ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Jonas Software’s Policy will be reviewed and updated at least once every five (5) years, and as required.

Customer Services Accessibility Standard

Jonas Software is committing to providing its services in a manner that respects the dignity and independence of persons with disabilities. Persons with disabilities may use assistive devices and/or support persons in the access of services and when entering Jonas Software’s premises. Jonas Software employees will communicate with customers and third parties in a manner that accommodates the person’s disability and needs. As discussed below under the heading “Training Program”, Jonas Software will ensure that all employees receive customer service training within ninety (90) days of commencing employment.

Information and Communications

Jonas Software is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services.

Jonas Software strives to provide information and communications to all in a format or manner that meets their needs. Jonas Software 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. Jonas Software 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 in compliance with WCAG 2.0, Level AA .

The public is informed of the availability of accessible formats and communication supports through the company website. Requests for accessible formats or communication supports should be submitted to the HR team by emailing canadaHR@Jonassoftware.com. Jonas Software 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:

- 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 Jonas Software 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.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Jonas Software premises. A notice is posted on our company website.

In certain cases, Jonas Software might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Jonas Software will:

- consult with the person with a disability to understand their needs.
- consider health or safety reasons based on available evidence.
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Jonas Software will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available on the company website.

Training Program

Jonas Software will continue to provide training to all of its employees on Ontario's accessibility laws and on the Human Rights Code as it pertains to persons with disabilities. Jonas Software requires that the training program be completed within ninety (90) calendar days of commencing employment. Customer

service training will cover Ontario's accessibility laws and Human Rights Code as it relates to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing services, or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's services or facilities.

Customer service training is conducted through an online webinar program followed by a brief test on the materials involved. Jonas Software will maintain a database of those participants in the training program to ensure all employees have successfully completed the online training course. Should regulations be revised, Jonas Software notify its employee, regarding such updates as soon as practicably possible.

Recruitment

Jonas Software is an equal opportunity employer. Employment decisions are based on merit, experience, and potential, without regard to race, creed, colour, race, marital status, disability, sexual orientation, religious, national or ethnic origin, ancestry, place of origin, pregnancy/childbirth, family status, nationality/citizenship, or any other characteristic protected by the Human Rights Code. Jonas Software states on its HRIS that accommodations are available for applicants with disabilities throughout the recruitment process. Jonas Software will additionally advise those candidates who have been selected to participate in an interview or assessment stage that accommodations are available upon request. Upon presenting an offer of employment at Jonas Software, the successful applicant will be notified of the accommodation policies for employees with disabilities that can be made available upon request.

Individualized Accommodation Plans

Jonas Software provides equitable treatment and reasonable accommodations for employees with disabilities, which account for individual needs, business realities, and legislative requirements. Jonas Software updates information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

In the process of developing Individual Accommodation Plan, Jonas Software will ensure that the employee is a participant in the collaborative development of such arrangements and determine the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and

b) information that is generally available to employees in the workplace

At all times, Jonas Software will ensure a high level of confidentiality in order to protect the employee's privacy and dignity. Accommodations could include, but are not limited to, the following: adjusted work schedule, special equipment, job modifications to optimize performance, and job retraining to accommodate an injury.

Accessible Workplace Emergency Response Information

Jonas Software will continue to work directly with employees with disabilities in order to develop individualized workplace emergency response plans and procedures. Individualized emergency response plans will be reviewed should the employee's accommodation requirements change or if the employee's location at the office, or role, is revised. Jonas Software will continue to provide its employees with information regarding emergency procedures and will circulate any and all updates as applicable.

Jonas Software will provide the information as soon as practicable after the company becomes aware of the need for accommodation due to the employee's disability.

Jonas Software will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Return to Work Policy

Jonas Software has a comprehensive process for assisting employees to return to work following an absence from the workplace as a result of a disability, illness, or injury including injuries developed both in and outside the course of employment. Human Resources will work with its benefits provider, while upholding the strictest standard of privacy and confidentiality, to ensure the employee is able to safely return to the workplace.

This process includes steps that Jonas Software will take in order to facilitate the return to work process in order to ensure the employee is able to transition back to the workplace. This process involves the development of an individualized accommodation plan and workplace emergency response plan, as described in this Policy.

Performance Management and Career Development

Jonas Software will continue to ensure that the accessibility needs of employees are taken into account throughout the employment relationship, including performance management and career development initiatives. Individual accommodation plans will be taken into account when providing career development and advancement opportunities.

More Information

If you have any questions or have feedback related to this Policy, please contact:

Human Resources

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