



Mappedin believes that everyone deserves to be treated with dignity and independence. That's why we are committed to creating an inclusive environment that provides equal opportunity for all. We are meeting the needs of people with disabilities by identifying, removing, and preventing barriers to accessibility by following standards in the *Accessibility for Ontarians with Disabilities Act, 2005(AODA)*. Creating an accessible and barrier-free environment is a team effort and we're committed to working with everyone to make it a reality.

General guidelines on how Mappedin will meet the necessary requirements have been put in place for the below:

- Establishment of Accessibility policies and plans
- Recruitment, Assessment and Selection
- Training and Development
- Performance Management and Career changes
- Individual Accommodation Plans
- Return to work
- Accessible Format and Communication Support for employees
- Workplace Emergency Response Information

Multi-year Accessibility Plan

Mappedin has established a Multi-Year Accessibility Plan, which is maintained on an ongoing basis. The purpose of the Accessibility Plan is to proactively identify, remove and prevent barriers to persons with disabilities in Mappedin's policies, programs, practices, and services in Ontario. Copies of Mappedin's Accessibility Plan and Policy will be provided to external parties upon request by emailing accessibility@mappedin.ca.

Policies implementing integrated accessibility standards

Mappedin will make every reasonable effort to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. All services provided by Mappedin shall be delivered in a manner that follows the principles of dignity, independence, integration, and equal opportunity, with guidelines put in place for the below:

- The Provision of Services to Persons with Disabilities
- The Use of Assistive Devices, Service Animals &/or Support Persons
- Notice of Disruptions in Service
- Design of Public Spaces



Design of Public Spaces

Mappedin will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Parking
- Waiting areas and meeting rooms
- Kitchen area

Customer Feedback

Mappedin shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Customers can submit feedback by email, telephone, or mail to:

People Operations

300 - 460 Philip Street, Waterloo, ON N2L 5J2

(519) 594-0102

accessibility@mappedin.ca

Notice of Availability and Format of Documents

Accessible formats of our policies can be made available upon request. For more information, contact our People Operations Team.

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Review

This policy will be reviewed regularly to ensure that it reflects current practices of Mappedin as well as legislative requirements.