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'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.

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.

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. 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.

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 safety 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.

Information and Communication

Jonas Software is committed to meeting the communication needs of persons with disabilities, including prospective applicants or candidates for employment, customers, and employees of Jonas Software. Jonas Software will continue to consult with persons with disabilities to determine suitable methods to deliver information in accordance with their specific needs. Upon request, all publicly available information required for the employee to complete his/her role will be made available in accessible formats and communication supports will be provided where practicable and necessary.

Jonas Software will continue to work towards making all of its websites and content in compliance with WCAG 2.0, Level AA by January 1, 2021.

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. 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. 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.

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:

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