



Accessibility Policy

Purpose

The overall goal of this policy is to increase accessibility for persons with disabilities, considering their dignity and ensuring respect all individuals with a disability.

It is Metrix's goal to create an inclusive environment where any individual with a disability feels accepted. Metrix will take every reasonable measure into consideration to ensure the proper tools and processes are in place for equal opportunity and a fair working environment.

Statement of Commitment

Metrix is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws (including the *Accessibility for Ontarians with Disabilities Act, 2005*).

Applicability

This policy applies to all employees of Metrix.

Responsibilities

All Metrix Employees are responsible for:

- ensuring they understand the purpose and content of this Policy;
- complying with the provisions of this Policy; and
- completing required training.

Training

Metrix is committed to training all staff members in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Metrix will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. All staff members will take part in Accessibility training on an annual basis.

Employment

Metrix notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. When notified of an accessibility requirement, we will consult with the respective parties and provide or arrange for suitable accommodation.

Metrix will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining 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

Where needed, Metrix will also provide emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

Metrix will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

Metrix will communicate with people with disabilities in ways that take into account their disability. Metrix will work with the person with disabilities to determine what method of communication works for them.

Service Animals

Metrix welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Metrix 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.

Feedback Process

Metrix welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.



Should any employees have any questions and/or concerns related to this policy, they are to contact HR for further clarifications.