



### **Policy on Accessibility**

*The purpose of this Policy is to establish policies, practices and procedures governing the provision of OnX goods or services to persons with disabilities. OnX shall use reasonable efforts to ensure the following principles:*

- 1. OnX goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.*
- 2. The provision of OnX goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.*
- 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from OnX goods or services.*

*OnX shall use reasonable efforts to deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the OnX's goods or services or the availability, if any, of other measures which enable them to do so."*

### **General policies, practices, and procedures**

- 1) Employees, Customers, Contractors, Vendors whom visit OnX office facilities and due to a disability are required the use of a wheel chair will be granted full access of the base floor public facilities as required, This includes, but is not restricted to, meeting rooms, offices, cubicle desks, and bathrooms. Any special requirements should be pre-arranged by the individual with Security/Reception or the applicable OnX representative prior to arrival to the office facility.
- 2) Employees, Customers, Contractors, Vendors whom visit OnX office facilities and due to a disability are required the use of a service animal will be granted full access of the base floor public facilities. If the service animal and handler will be required to stay at the premises for an extended period of time, greater than 24 hrs, prior notification will be required via document, email or telephone, so proper set up can be prepared for their arrival. Any special requirements should be pre-arranged by the individual with Security/Reception or the applicable OnX representative prior to arrival to the office facility.
- 3) Employees, Customers, Contractors, Vendors whom visit OnX office facilities and due to a disability are required the use of a support person will be granted full access to the public areas of the facilities. Any special requirements should be pre-arranged by the individual with Security/Reception or the applicable OnX representative prior to arrival to the office facility.
- 4) Employees, Customers, Contractors, Vendors whom visit the company office facility and due to a disability require special parking spaces will be accommodated as per request. The company has designed "handicapped" spaces, plus other parking exceptions can be reviewed as required. Any other special requirements should be pre-arranged by the



individual with Security/Reception or the applicable OnX representative prior to arrival to the office facility.

- 5) Customers, Contractors, Vendors calling into an OnX office facility and due to a disability require special assistance with the call (e.g. need for assistive devices) should pre-arrange any special requirements with OnX Security/ Reception or the applicable OnX representative who is required for the call.
- 6) Employees who have disabilities and require tailored emergency response information should contact a member of Human Resources for assistance.
- 7) Customers, Contractors, Vendors reviewing the company website and due to a disability require the assistance of *screen readers* to review any of the web pages, but find that they are having issues, can contact OnX via email or phone and request a verbal answer or special large font copy of the documentation. Any other special request can be arranged with OnX Security/ Reception or the applicable OnX representative.
- 8) Customers, Contractors, Vendors due to a disability requiring special assistance with the review of company documents, such as invoices, quotes, proposals, can contact OnX via email or phone and request special large font copy of the documentation. Any other special request can be arranged with OnX Security/ Reception or the applicable OnX representative.
- 9) Customers receiving any product deliveries from OnX and have special delivery requirements due to a disability are required to provide any special shipping details at the time of ordering.

### **Training:**

Security and Reception staff of OnX will be trained to deal with all of the requirements of this Policy, both general and specific. This Policy shall also be circulated to OnX employees, posted on its intranet site and copies shall be available with Security and Reception at its facilities.

### **Feedback Process:**

- 1) Employees, Customers, Contractor, and Vendors that engage with OnX are encouraged to provide feedback of their experience(s).
- 2) Feedback can be provided in person, via phone, email, or the OnX website.
- 3) All feedback will be reviewed monthly by management and changes to the policies, procedures, and practices will be made / implemented as required.
- 4) Any complaints will be promptly reviewed by OnX management.

### **Policy Documentation:**

A copy of this Policy can be obtained at the security/reception desk at any OnX facility or otherwise upon request.