

Fundata Canada Inc. Multi-year Accessibility Policy and Plan

Introduction

The 2022 Accessibility plan outlines the policies and actions that Fundata Canada Inc. will put in place to improve opportunities for people with disabilities. We strive to meet the needs of our employees and customers with disabilities and work hard to remove and prevent any barriers to accessibility.

Fundata Canada Inc. is committed to fulfilling requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Statement of Organizational Commitment

Fundata Canada Inc. is committed to ensuring equal access and participation for all. We are committed to treating everyone in a way that allows them to maintain their dignity and independence.

We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing any barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Customer Service

Fundata Canada Inc. has created and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace
- Allows service animals
- Welcomes support persons
- Notifies customers when accessible services are not available
- Invites customers to provide feedback (by e-mail, telephone, or in person)

Fundata Canada Inc. has trained its staff on accessible customer service.

Fundata Canada Inc. has put the Customer Service Accessibility Plan in writing, and made the plan available to Fundata Canada Inc. employees as well as the public.

- The Customer Service Accessibility Plan can be accessed <https://www.fundata.com/Contact.aspx>
- The Customer Service Accessibility Plan is available in accessible formats, upon request.

Information and Communications

Fundata Canada Inc. is committed to making our information and communications accessible to everyone.

Accessible Formats and Communication Supports

Upon request, Fundata Canada Inc. will provide accessible formats and communications supports related to information about our goods and services. Fundata Canada Inc. will consult with the person on their accessibility needs and develop a process for responding to requests. We have incorporated language into marketing materials stating that accessible formats will be provided upon request.

