



Multi-Year Accessibility Plan

Message from the President

ShareWord Global 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 equal opportunity for all; this means all customers, visitors and staff members will receive their goods and services with the same standards of excellence; regardless of limitations and disabilities.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will remove and prevent both physical and mental barriers to accessibility.

We plan to do this by meeting requirements under Ontario's accessibility laws and continuously improving accessibility and implementing new accessibility initiatives.

Statement of Commitment

ShareWord Global 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. We respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. To support our objectives, we have designated a team of employees that will lead our efforts to meet our commitments.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

ShareWord Global implemented software that provides all workers proper training on AODA and Human Rights Code and easy access to other relevant training.

Information and Communication

We undertook website redesign to ensure more accessible formats. The outdoor company signage was replaced to improve identification of the building and for better visibility to the public.

Employment

Implementation and use of an accessible HRIS system for processing applications and maintenance of worker records.

Training

Implementation of software that provides AODA and Human Rights Code training for all new workers. All new hires must undergo the training and existing workers are required to refresh their training in the event of changes to legislation, procedures, policies, or practices.

Transportation

An accessibility parking spot was added to the front entrance upon renovation of the building that leads directly into the front entrance with an accessible entrance.

Other

Washroom renovation was completed for compliance with AODA standards, and an accessible bathroom was added to the building.

Section 2. Strategies and Actions

Customer Service

We will continue the training of new staff on AODA and AODA Human Rights Code upon hire within the first week of hire and provide refresher training every 3-5 years and as legislation changes.

Information and Communications

We are as AA compliant as we can possibly be with our current website software. We are in active development of a new website framework that will achieve full AA compliance and partial AAA compliance by mid-2024. We also

support other communication methods (paper, phone, email) for inbound and outbound requests.

Employment

The recruitment page on the company website will disclose our Accessibility Commitment on each job posting and include reiteration that we welcome job applications from various formats.

Training

All supervisors / management / workers will have access to necessary trainings to increase awareness and be asked to complete a refresher training every few years or as legislation changes.

Design of Public Spaces

We will meet accessibility laws when making any changes to public spaces surrounded our building and to any entrances/doorways. Procedures will be put in place to prevent service disruptions to the accessible parts.

For More Information

For more information on this accessibility plan, or free standard and accessible formats of this document, please contact Human Resources Representative Andressa Falcao at andressa@sharewordglobal.com or our Data Protection Officer Andrew Beaulieu at admin@sharewordglobal.com.

Our accessibility plan is publicly posted at www.sharewordglobal.com/ca.