

Policy Name	Accessibility for Ontarians with Disabilities Act (AODA) Policy	Effective Date	January 2021
Department	People and Culture	Date of Last Revision	May 2021

POLICY STATEMENT

We are committed to respecting and promoting the dignity and independence of people with disabilities. This Policy outlines the steps we have undertaken to bridge accessibility and accommodate the specific needs and requirements of persons with disabilities.

SCOPE

This policy applies to all employees of Real Matters Inc., Solidifi Corp. and Redihive Inc. (collectively, the “Company”).

ACCOMMODATIONS

This Policy is neither exhaustive nor exclusive. The Company is committed to taking all actions necessary to remove barriers and ensure equal employment opportunities for qualified persons. Accommodation for persons with disabilities will be provided to the point of undue hardship to the Company. A determination of what constitutes undue hardship will be made by the Chief People Officer, with consultation from the General Counsel, as necessary, based on criteria established by law. Where the Chief People Officer determines that an accommodation would cause undue hardship to the Company, the individual requesting accommodation will be given written notice, including the reasons for the decision.

ACCESSIBLE CUSTOMER SERVICE

The Company is committed to excellence in serving all clients, including persons with disabilities. The Company expects its employees to communicate respectfully with all clients, vendors, suppliers, business partners and members of the public, including taking into account the particular accessibility needs of persons with disabilities in all such communications.

ASSISTIVE DEVICES

The Company will ensure that its employees are familiar with personal assistive devices that may be used by persons with disabilities while accessing Company facilities and/or the Company’s goods and services. A personal assistive device is any device that is used, designed, made or adapted to assist persons with disabilities in performing everyday tasks such as moving, communicating, reading, writing or lifting.

Below are some assistive device guidelines:

- ✓ Persons with disabilities are entitled to use personal assistive devices while accessing any goods, service or location of the Company, except where the use of such device contravenes existing policies and/or legislation governing the delivery and/or use of particular goods, services or facilities or poses any element of risk or hazard.
- ✓ Persons with disabilities are entitled to the protection of their privacy and are not required to disclose to the Company information about their disability and/or the need for a personal assistive device, unless such information is required by the Company for the purposes of creating and implementing an individualized accommodation plan.
- ✓ Employees and other individuals engaged in the delivery of a good or service on behalf of the Company are required to cooperate with the use of a personal assistive device for reasons of improving access to the Company's facilities and/or goods and services.

Service Animals and Support Persons

The Company will welcome service animals and support persons accompanying persons with disabilities on the Company's premises that are open to the public, unless otherwise excluded by law. The Company will make all reasonable efforts to assist any support person who accompanies a person with a disability in accessing the Company's goods and services.

A service animal is defined as any animal individually trained to do work or perform tasks for the benefit of a person with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing or fetching dropped items.

The Company will ensure that all employees are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, appropriate notification of the disruption will be provided. Visual notices will be placed at entrances and exits onto the Company premises and at affected areas. The notice will include information about the reason for the disruption and its anticipated length of time, and a description of alternative facilities or services, if any, that are available.

Training for Staff

The Company will provide appropriate training to all employees and others who deal with clients, vendors, suppliers, business partners or members of the public on the Company's behalf, and to all individuals who are involved in the development and approval of the customer service policies, practices and procedures.

Training will include, among other things:

- ✓ An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the provincial human rights codes as they apply to individuals with disabilities;
- ✓ An overview of the Company's Accessibility for Ontarians with Disabilities Act Policy;
- ✓ How to interact and communicate with people with various types of disabilities;
- ✓ How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- ✓ How to use equipment or devices available on the Company's premises or otherwise provided by the Company that may help with the provision of goods, services or facilities to a person with a disability;
- ✓ What to do if a person with a particular type of disability is having difficulty assessing the Company's goods, services or facilities; and
- ✓ When required, any changes made to the this Policy.

Feedback Process

Anyone wishing to provide feedback to the Company regarding its accessibility program, including the manner in which the Company accommodates the needs and requirements of persons with disabilities, can do so as follows:

- ✓ If an employee, provide such feedback verbally or in writing directly to a member of the People and Culture team;
- ✓ call the Company at 1-866-583-3983;
- ✓ send an email to hmail@solidifi.com;
- ✓ by mail to Real Matters Inc., 50 Minthorn Boulevard, Suite 401, Markham, ON, L3T 7X8, Attention: Chief People Officer; or
- ✓ such other method as is reasonably necessary to accommodate a person with disabilities.

All feedback will be directed to the People and Culture team. All feedback will be assessed by a member of the People and Culture team (or other designated employee) for appropriate action. Where a response is warranted, individuals can expect to receive a response from the Company within five business days of submitting their feedback.

Notice of Availability and Format of Documents

The Company will, upon request, give a copy of this Policy to any person. Requests for accessible customer service documents should be made to the Company's People and Culture team at hmail@solidifi.com. If a person with a disability requests a copy of this Policy, or the information contained within the Policy, it will be provided in a format to accommodate the person's disability at no additional cost to such individual.

ACCESSIBLE EMPLOYMENT

Within the guidelines of applicable human rights and accessibility laws, the Company is committed to:

- ✓ Achieving a culture and work environment that is supportive of persons with disabilities and respects their dignity and independence;
- ✓ Ensuring compliance with all applicable legislation;
- ✓ Establishing an effective accommodation process that is consistent with principles of confidentiality, dignity, respect and shared responsibility;
- ✓ Notifying potential job applicants and employees about the availability of accommodation for persons with disabilities;
- ✓ Ensuring that the accommodation requirements of each employee or job applicant with a disability are considered individually, on a case-by-case basis;
- ✓ Creating and documenting individualized accommodation plans for employees, if accommodations are requested;
- ✓ Designating and training a person(s) to provide assistance to employees with disabilities during a workplace emergency, if assistance is requested as outlined in the individual's workplace emergency response plan; and
- ✓ Shared responsibility and accountability, including open communication and partnership among employees requiring accommodation, managers, applicable employee groups, the People and Culture team and the Company.

Developing Individual Accommodation Plans

An employee with a disability who requires an accommodation must submit such request in writing to the People and Culture team at hmail@solidifi.com, or in such other format as such person may reasonably request in order to accommodate such person's disability. The accommodation request must include: (i) the individual's name; (ii) position (or position applied for), if applicable; (iii) the restrictions requiring accommodation with enough information to confirm the existence of a need for accommodation; (iv) the accommodation required; and (v) the expected duration of the accommodation. If not provided with the request, the Company may ask for objective support to verify and evaluate the need for accommodation and/or its proposed duration. The Company will protect the privacy and confidentiality of any such information submitted by an employee with a disability to the Company in accordance with its privacy policies and applicable law.

The Company will evaluate the request and, if necessary, meet with the individual to evaluate the essential functions of the individual's position and the limitations imposed by the disability to identify potential accommodations to overcome those limitations. The Company will take into consideration, but is not bound to select, the individual's preferred method for accommodation. The Company will provide its decision on the accommodation request in writing (or in such other format as such employee may

reasonably request in order to accommodate such person's disability) to the employee within a reasonable period of time. Once granted, the Company may monitor, re-evaluate, modify, or terminate

the accommodation as required to ensure effectiveness of the accommodation, that the accommodation is not causing undue hardship to the Company and that the accommodation is compliant with applicable law.

Recruitment

As part of the recruitment process, the Company will notify potential job applicants about the availability of accommodation for applicants with disabilities. In addition, during the recruitment process, the Company will notify any job applicants who are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected job applicant requests an accommodation, the Company will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the job applicant's accessibility needs due to disability.

When making offers of employment, the Company will notify the successful job applicant of its policies for accommodating employees with disabilities.

Availability of Policies for Employees

The Company will make available to all of its employees the policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. These policies will be made available to new employees as soon as practicable after they commence their employment with the Company. In addition, the Company will provide updated information to its employees whenever there is a change to existing policies.

ACCESSIBLE INFORMATION AND COMMUNICATION

The Company is committed to providing accessible information and communications to all individuals, including clients, vendors, suppliers, business partners, employees and members of the public, at no additional cost to such persons. If a person with a disability requests information to be provided in an alternative format to accommodate their disability, the Company will use all reasonable efforts to address the request in accordance with the above-described values of the Company and its responsibilities under applicable law.

Accessible Workplace Emergency Response Plan

The Company has implemented the following procedures to support employees with disabilities who may require assistance during emergency situations:

- ✓ Creating an individualized workplace emergency response plan for any employee with a disability, should such a plan be necessary, provided that the Company is aware of the need for accommodation due to such employee's disability;
- ✓ Designating person(s) in the workplace to provide assistance to employees with disabilities during emergency situations (if any employee with a disability requires assistance and if such employee(s) consent to such assistance);
- ✓ Promptly providing workplace emergency response information to person(s) designated to provide assistance to employees with disabilities during an emergency, while ensuring privacy and confidentiality are maintained at all times in accordance with the Company's privacy policies and applicable law; and
- ✓ Reviewing the individualized workplace emergency response information when an employee with a disability moves to a different location in the Company, when reviewing the employee's overall accommodation needs or plans, and whenever the Company reviews its general emergency response policies.