

## Multi-Year Accessibility Plan

### Our Commitment to Accessibility

Real Matters Inc., Solidifi Corp. and Redihive Inc. (collectively, the “Company”) are committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). We are committed to meeting the accessibility needs of persons with disabilities in a manner that is consistent with the core principles of AODA – independence, dignity, integration and equal opportunity. The purpose of this Plan is to outline the Company’s strategy to be a barrier-free organization by identifying, removing, and preventing barriers to accessibility.

This Plan is publicly available in the policy section of our ADP site for employees and on the Company’s website at [www.realmatters.com](http://www.realmatters.com).

### Our Accessibility Principles

- To support initiatives that remove barriers and promote or increase equitable access to our goods and services;
- To promote a healthy, barrier-free work environment where employees can participate fully in all aspects of their job;
- To be a great place to work by creating a rewarding and meaningful experience for all employees;
- To maintain a comprehensive Accessibility Policy and a Multi-Year Accessibility Plan;
- To provide a range of accessibility services and support for persons with disabilities; and
- To ensure that our information and communications are accessible to our clients, vendors suppliers, business partners, employees and members of the public.

### Customer Service

The Company is committed to providing accessible customer service to persons with disabilities. We constantly strive to achieve that in our day-to-day activities and fulfill the requirements of AODA in keeping with the principles of dignity, independence, equality and integration. The Company most recently updated its Accessibility Policy in May 2021 and has made the policy available on its website at [www.realmatters.com](http://www.realmatters.com).

The Company provides appropriate training to all employees and others who deal with clients, vendors, suppliers, business partners or members of the public on behalf of the Company, as well as all individuals who are involved in the development and approval of our customer service policies, practices and procedures. The Company maintains records of the dates when training is completed and the individuals who completed the training. In addition, the Company reviews its customer service training program at least every two years and as required.

### **Information and Communications**

The Company is committed to making our information and communications accessible to persons with disabilities, including our clients, vendors, suppliers, business partners, employees and members of the public, at no additional cost to such persons.

### **Feedback**

We welcome feedback on our accessibility program, including the manner in which the Company accommodates the needs and requirements of persons with disabilities. Feedback can be provided in person, by mail, by email, by telephone or by such other method as is reasonably needed to accommodate a person with disabilities. All feedback will be directed to the Company's People and Culture team (or other designated employee) for review and appropriate action.

### **Accessible Formats and Communication Support**

The Company will, upon request, provide or arrange for the timely provision of accessible communication formats for documents and communication supports for persons with disabilities that takes into account each person's particular accessibility needs. This will be done at no additional cost to the person making such request. We will consult with the person making the request in determining the suitability of an accessible format or communication support.

### **Accessible Websites and Web Content**

The Company has updated its Real Matters webpage ([www.realmatters.com](http://www.realmatters.com)) to comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) Level AA, subject to certain permitted exclusions and continues to review and update its website on an ongoing basis, as needed.

### **Recruitment**

The Company is committed to ensuring reasonable accommodation for persons with disabilities during the recruitment, assessment and selection processes. In consultation with job applicants, the Company will provide reasonable accommodations upon request. The Company will:

- notify job applicants when they 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, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability; and
- when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

## Employment

The Company is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship.

The Company will:

- make available to 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;
- make available these policies to new employees as soon as practicable after they commence their employment;
- provide updated information to its employees whenever there is a change to existing policies; and
- consult with any employee with disabilities who is making a request for accommodation in determining the suitability of an accessible format or communication support.

## Workplace Emergency Response Information

As part of its commitment to accessibility, the Company will:

- provide individualized workplace emergency response information to employees who have a disability (or to any person designated to provide assistance to such employee), if the disability is such that the individualized workplan is necessary and the Company is aware of the need for accommodation due to the employee's disability;
- develop and document individual accommodation plans for employees with disabilities;
- designate person(s) in the workplace to provide assistance to employees with disabilities during emergency situations (if any employee with a disability requires assistance and such employee(s) consent to such assistance);
- promptly provide workplace emergency response information to person(s) designated to provide assistance to employees with disabilities during an emergency;
- develop return to work processes for employees who have been absent from work due to disability, and who require reasonable accommodations to return to work; and
- consider the accessibility needs of employees with disabilities, and any individual accommodation plans, throughout the performance management, career development and advancement and redeployment processes.

## Additional Information

For additional information on our multi-year accessibility program, you may contact the People and Culture team at [hrmail@solidifi.com](mailto:hrmail@solidifi.com), contact us at 1-866-583-3983 or by mail at Real Matters Inc., 50 Minthorn Boulevard, Suite 401, Markham, ON, L3T 7X8, attention Chief People Officer, or otherwise reach out to us using such other method as may be reasonably required to accommodate a person with disabilities.

## Maintenance and Review

This Plan was last updated in May 2021 and will be reviewed at least every 5 years and as required.