

Accessible Customer Service Policy

NetBrain Canada Inc. (the “Company”, “our”, “we”, or “us”) is committed to excellence in serving all customers, including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equal opportunity for people with disabilities and will be accomplished by removing and preventing barriers to accessibility, and by meeting our accessibility requirements under Ontario’s accessibility laws and our obligations under the *Human Rights Code*.

(a) Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern, or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide which may be used by customers with disabilities while accessing our goods, services or facilities.

(b) Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

(c) Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed in the part of our facilities which is open to the public. When we cannot easily identify whether an animal is a service animal, our staff may ask the person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will explain why the animal is excluded and discuss with the customer another way of accessing our goods, services or facilities.

(d) Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in our facilities.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others in the facilities.

(e) ***Notice of Temporary Disruption***

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

(f) ***Training***

The Company will provide accessible customer service training to all employees and volunteers, any person involved in developing our policies, and any person who provides goods, services or access to our facilities to customers on the Company's behalf.

The training will encompass:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- the Company's policies related to the customer service standard;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- how to use the equipment or devices available on-site or otherwise which may help with providing goods, services or access to our facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing the Company's goods, services or facilities.

Staff will be trained on accessible customer service as part of their training when they are first hired, and again if changes are made to our accessible customer service policy.

(g) ***Feedback Process***

We welcome feedback.

Customers who wish to provide feedback on the way the Company provides goods, services or access to our facilities to people with disabilities can provide feedback in the following way(s):

By telephone: 647-954-1830

By mail to: 145 King Street West, Suite 1210. Toronto, ON. M5H 1J8

We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports.

All feedback received will be reviewed within a reasonable time period. All complaints will be processed in accordance with the Company's complaints process.

(h) Documents

The Company will notify the public that documents related to accessible customer service are available upon request by posting a notice on the Company's website.

The Company will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Any policies of the Company that do not respect and promote the principles of independence, dignity, integration and equal opportunity for people with disabilities will be modified or removed.