

MULTI-YEAR ACCESSIBILITY PLAN

Intrado is committed to recognizing and addressing the needs of persons with disabilities.

Intrado strives to identify, remove and prevent barriers to accessibility and comply with the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "**AODA**") and the *Ontario Human Rights Code* (the "**OHRC**").

This Multi-Year Accessibility Plan (this "**Plan**"), Intrado's Accessible Customer Service Policy and Intrado's Accessible Employment Standards Policy (collectively, the "**Policies**") set out the actions Intrado has taken to meet the objectives and requirements of the AODA.

Upon request, Intrado will provide a copy of this Plan in an accessible format.

Accessible Formats and Communication Supports

Intrado provides, or arranges to provide, accessible formats and communication supports to persons with disabilities in connection with their communications with Intrado or when accessing publicly available information or documents from Intrado. Intrado strives to do so in a timely manner that takes into account each person's accessibility needs due to disability.

Accessible Customer Service Standards

Intrado strives to communicate with each customer with a disability in a manner that takes into account the customer's disability and the customer's preferred method of communication.

Intrado permits each customer with a disability, where possible and permitted by law, to use their own assistive devices and be accompanied by service animals or support persons, or alternatively, accommodates such customer by other means, including by removing barriers.

Intrado strives to promptly notify customers if there is a planned or unexpected disruption to services which customers with a disability use to access services.

For more information, please read Intrado's Accessible Customer Service Policy.

Accessible Employment Standards

Intrado notifies applicants, employees and the public about the Policies and the availability of accommodation for persons with disabilities.

If an applicant or employee requests accommodation, Intrado consults with the applicant or employee and provides a suitable accommodation in a timely manner that takes into account the applicant's or employee's individual accessibility needs. Intrado works with employees to develop individual accommodation plans, if and where necessary, including in connection with an employee's return to work from a disability, and provide employees with accessible formats and communication supports which may be required for their work.

Intrado develops, reviews and adjusts, as required, individual workplace emergency response information for employees who have a disability.

Intrado considers the accessibility needs of employees with disabilities when conducting performance management or providing career development.

For more information, please read Intrado's Accessible Employment Standards Policy.

Training

Intrado provides training on the requirements of the AODA and the OHRC to all employees and any other persons who provide goods or services on behalf of Intrado.

Intrado maintains records of all such training that has been undertaken.

Questions or Feedback?

If you have any questions or feedback, or for more information about this Plan or the Policies, please contact:

Intrado Human Resources
(800) 662-9292
HRServicesNA@intrado.com
11808 Miracle Hills Dr
Omaha, NE 68154

Please let us know if you require accessible formats and communication supports when contacting us. Intrado strives to respond to all questions or feedback in a timely manner.