



## Multi-year Accessibility Plan for Flipp Corporation (“Flipp”)

### 1. Purpose and Statement of Commitment

This multi-year accessibility plan outlines Flipp’s commitment and action in providing its goods and services to people with disabilities. Flipp puts its customers and users of its services (“**People**”) first and is committed in treating all People in a way that allows for their independence and dignity. We will strive to remove barriers to accessibility and meet the accessibility requirements set out in the Accessibility for Ontarians with Disabilities Act (AODA).

### 2. Accessible Emergency Information

Flipp is committed to providing People with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### 3. Training

Flipp will ensure that timely training is provided to all necessary persons to meet its requirements under the Integrated Accessibility Standards Regulations (IASR) and the Human Rights Code (HRC). We will maintain records of such training.

### 4. Information and Communications

#### (a) Feedback

By January 1, 2015, Flipp will ensure that its processes for receiving and responding to feedback are made available to People, its employees and the members of the public with disabilities.

#### (b) Accessible Websites and Web Content

Flipp will ensure that all of its new websites and content will comply with Web Content Accessibility Guidelines (WCAG) 2.0 Level A as of January 1, 2014 and WCAG 2.0 Level AA by January 1, 2021, as required under AODA.

#### (c) Accessible Formats and Communication Supports

By January 1, 2016, Flipp will endeavour to provide information and communication about our products and services, under our control, to People, its employees and the members of the public with disabilities using appropriate accessible formats. Upon request, we will engage in consultation with such people to determine the appropriate accessible format.

### 5. Employment (By January 1, 2016)

#### (a) Recruitment



Flipp is committed to fair and accessible employment practices. We will communicate with job applicants that we will accommodate disabilities during the recruitment process. If a job applicant requests accommodation, we will consult with them to arrive at an appropriate accommodation. We will also communicate about our policies to successful applicants.

(b) Information for Employees

Flipp will ensure that employees are informed about our policies (and any updates to such policies) to support employees with disabilities. For employees with disabilities, we will work with them to provide policies in an accessible format that is suitable to them.

(c) Processes to Accommodate Employees

Flipp will develop or revise as required individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.

6. Additional Information

For further information, please contact Flipp by:

- (i) Phone: 647-622-1351 (between 9AM – 5PM EST, Monday to Friday, excluding any holidays)
- (ii) Email: [access\\_flipp@flipp.com](mailto:access_flipp@flipp.com)

Accessible formats of this document are available free upon request from the contact above.

*Updated: March 30, 2015*