OP 27 Accessible Canada Act ("ACA") Feedback Process

1.0 Intro

1.1 Fourteen IP welcomes your feedback on any accessibility barriers that you may have encountered in dealing with Fourteen IP or your feedback on the way Fourteen IP is implementing its Accessibility Plan.

The Accessible Canada Act (ACA) defines a barrier as:

"...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

2.0 Feedback Process

2.1 The Legal and Compliance team at Fourteen IP are responsible for receiving feedback in relation to the Accessible Canada Act (ACA)

2.2 Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concerns.

2.3 Feedback can be sent by:

MAIL

For the Attention Of: The Legal & Compliance Team

Canada:
Fourteen IP Communications (Canada) Ltd, 2900-550 Burrard Street
Vancouver, BC V6C 0A3

Outside of Canada:
Fourteen IP Communications (Canda) Ltd, c/o Fourteen IP INC, 5728 Major Blvd, Suite 100, Orlando, Florida, USA 32819

TELEPHONE

Canada: 604 283 9405 or 604 283 9406

Outside Canada: Dial 011 followed by 1 followed by the either of the above numbers.

Operators available Monday to Friday 8:30 a.m. to 4:00 p.m. (Eastern Time)

E-MAIL compliance@14ip.com

Please indicate ***Accessible Canada Act Feedback*** in the e-mail subject line.

3.0 Anonymous Feedback

3.1 Individuals providing feedback can provide personal information and contact information, but they do not have to.

4.0 Acknowledgement of Feedback

4.1 Automatic acknowledgement of receipt will be sent for feedback received by email. Feedback provided by telephone involves direct interaction with a Fourteen IP employee and therefore the employee will acknowledge receipt of the feedback. For feedback received by mail, if contact information is provided, an acknowledgement letter will be sent via the contact details provided in the letter.

5.0 Employee Feedback

5.1 Fourteen IP employees will have the option to access a separate webform, available on Fourteen IP's intranet site (SharePoint). This will ensure that employee feedback is received and dealt with by the appropriate subject matter experts. Employees can remain anonymous by using the webform, which will not identify an employee unless they choose to submit personal information. Where an employee requests follow-up, this will also ensure that the fewest number of individuals have access to the employee's feedback to maintain the highest level of confidentiality possible.

6.0 Feedback From Other Sources

6.1 Fourteen IP will acknowledge feedback and create records of any relevant feedback received from other sources (except where feedback is provided anonymously). This will ensure that this feedback is triaged and treated in a manner consistent with feedback received through other channels.

7.0 How Feedback Will Be Used

7.1 Feedback will help Fourteen IP continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, and some may highlight issues that need to be addressed right away. However, all feedback received will help Fourteen IP develop its future accessibility assessments and plans.

8.0 Triage

8.1 Section 5 of the ACA highlights the following focus areas for the removal and prevention of barriers:

8.2 In addition to the Legal and Compliance team who are responsible for receiving and overseeing all feedback related to the ACA, Fourteen IP has identified managers who will be responsible for taking actions to identify, remove and prevent barriers under each of the above focus areas. These managers will also be responsible for managing feedback, including any follow-up required, and will take this feedback into consideration in relation to Fourteen IP's activities in these focus areas. They will report back on their progress with any identified actions, under their specific area of responsibility.

8.3 When feedback is received through the various channels, a copy of the feedback will be provided to the relevant manager so that they can review and address the feedback.

FOCUS AREA	RESPONSIBILITY
Employment	Commercial Director (Human Resources)
The Built Environment	CEO – North America
Information & Communication Technologies	Chief Technical Officer
The procurement of goods, services and facilities	CEO – North America
The design delivery of programs and services	Chief Technical Officer
Transportation	Fourteen IP do not provide transportation services

9.0 Retention

All feedback received will be converted into a suitable digital format and will be stored in the Fourteen IP's document management system. A filing system has been created specifically to manage feedback related to the ACA. All records stored will be automatically retained for the required seven-year period. Feedback (except that submitted anonymously) will be sorted according to whether it was received from an employee or from an external source. The feedback will then be further categorized by the focus area, as defined under section 5 of the ACA.

10.0 Alternative Formats

10.1 If you require an alternative format of this feedback process, please request by sending an e-mail to compliance@14ip.com