OP 27A Accessible Canada Act ("ACA") Accessibility Plan

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1.0 General

1.1 Statement of Commitment

At Fourteen IP, we aim to provide an exceptional experience for our customers, including those with disabilities. As our company grows and evolves, we continue to learn and develop ways in which we can be more accessible and inclusive to people with disabilities.

This Accessibility Plan has been prepared in accordance with the requirements of the Accessible Canada Act and its regulations. This plan identifies barriers for people who live with a disability and outlines solutions to remove or mitigate those barriers where they exist with our organization.

1.2 Contact Information & Feedback Process

If you wish to request a copy of Fourteen IP's Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

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)

Email:

compliance@14ip.com

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

Information about how to submit feedback to is also available on our public website at the following link www.14ip.com.

The team responsible for receiving accessibility feedback at Fourteen IP is the Legal & Compliance Team.

1.3 Alternative Formats

An electronic version of this plan is available and can be viewed and downloaded on our website at Accessible-Canada-Act-Feedback-Process.pdf (14ip.com) or telephone at 604 283 9405 or 604 283 9406.

Fourteen IP will provide the following alternate formats of this plan upon request through email at compliance@14ip.com or by phone at 604 283 9405 or 604 283 9406.

- Print or Large Print – provided within 15 days of request
- Braille – provided within 45 days of request
- Audio (voice reading text out loud) – provided within 45 days of request

1.4 Definitions

The following definitions apply throughout this plan:

- Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.
- Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2.0 Areas Described under Section 5 of the ACA

2.1 The Built Environment

Fourteen IP understands the importance of making our physical locations, which include our office locations, accessible for our employees and customers.

Identified Barriers:

- Fourteen IP recognises there may be physical barriers that would impact our employees and customers and will undertake suitable risk assessments to identify these barriers

and put in place any recommendations, training and guidance.

Actions and Timelines:

- We have Safe Working Practices and Risk Assessment and Method Statements which would be shared with all employees during our induction process. This is reviewed annually.

2.2 Employment

Fourteen IP is committed to offering fair, equal, and accessible employment practices. Our Equal Opportunities Policy states our commitment to being an equal opportunity employer with an inclusive and barrier-free environment. If contacted for an employment opportunity, we ask that the candidate advise us should any reasonable adjustments be required.

Fourteen IP is responsive should an employee's accessibility needs change, and they require any reasonable adjustments. The employee is encouraged to reach out to their supervisor to discuss any reasonable adjustments. The supervisor along with the employee will discuss with Human Resources any requirements and begin the process of implementation.

Identified Barriers:

- Any lack of training identified when completing risk assessments will be addressed through the availability of additional training, information and guidance specifically for the relevant individuals.

Actions and Timelines:

- Training courses are provided to all employees annually and bi-annually. In addition to this we provide external leadership and management training for our Managers and Supervisors.

2.3 Information and Communication Technologies (ICT)

Fourteen IP utilizes various technologies and tools to support our customers and our business. Customer facing technologies include our public website (www.fourteenip.com), our customer portal as well as social media platforms.

Identified Barriers:

- Continued improvement to our website ensuring compliance with all relevant regulatory standards.
- Improve the ease of using customer facing tools including our customer portal and our chat and email channels.

Actions and Timelines:

- There are regular reviews and updates to our website to ensure compliance with relevant regulatory standards.
- Enhancements to customer facing tools and channels will also be reviewed regularly.

2.4 Communication, other than ICT

Fourteen IP communicates with our customers, employees, suppliers and partners in a variety of ways. These include but are not limited to newsletters, email, social media, phone, chat, videos and advertising videos. We make every reasonable effort to ensure internal and external information is communicated simply, clearly, and concisely.

Identified Barriers

None Identified.

Actions and Timelines:

As above.

2.5 The Procurement of Goods and Facilities

Fourteen IP uses goods and services purchased from external vendors to support its operations and services.

Identified Barriers:

- Existing procurement practices may not consistently meet accessibility requirements.

Actions and Timelines:

- Fourteen IP will consult with appropriate resources to better understand how we can support this area and develop applicable policies whilst adhering to appropriate regulations.

2.6 The Design and Delivery of Programs and Services

In the development of our Accessibility Plan, we recognize we have an opportunity to improve both the design and delivery of our programs and services to suit the needs of persons with disabilities.

Identified Barriers:

- We have an opportunity to improve the services we provide to customers with disabilities.

Actions and Timelines:

- We will continue to support customer needs by sourcing organizations or providers of equipment we do not currently offer.

2.7 Transportation

Fourteen IP does not offer transportation services. For this reason, there is nothing to report under this heading.

3.0 Consultations

Fourteen IP understands that consultations with persons with disabilities are crucial when building an Accessibility Plan that supports their needs.

4.0 Conclusion

Fourteen IP recognizes that removing barriers for people with disabilities ensures all individuals receive the experience they deserve. We are committed to removing any barriers and encourage feedback to ensure we are making Fourteen IP more inclusive to all. We will do this by continuing to engage with people with disabilities, organizations who support people with disabilities, and consultants to continuously understand our barriers and develop plans to address those barriers. We look forward to sharing our progress in future annual reports in accordance with ACA.