

AODA CUSTOMER SERVICE ACCESSIBILITY POLICY

OBJECTIVE

To prevent and remove barriers to individuals with disabilities and special needs.

POLICY

Blueprint Software Systems Inc. ("**Blueprint** ") is committed to removing barriers to accessibility in its role as a distributor of a requirements management software and is a provider of product training and professional services.

GUIDELINES AND PROCEDURES

Blueprint is committed to complying with Accessibility Standards for Customer Service as legislated by the Government of Ontario under the Accessibility for Ontarians with Disabilities Act, 2005, (AODA). Blueprint is dedicated to providing a software and services which can be accessed equitably by everyone.

Communication

Blueprint understands that communication styles vary and that not all persons with the same disability use the exact communication method. Blueprint has made efforts to ensure that its employees take this into consideration and, when unsure, to always ask its dealers, customers and other third parties with disabilities ("**Guests**") how best to communicate with them.

Blueprint is committed to training its employees on the various communication styles and how best to interact with all of its Guests with different types of disabilities. This includes, but is not limited to the following:

- i. Communicating with Guests in person.
- ii. Communication with Guests over the telephone.
- iii. Communication through mail, e-mail or other electronic means.

Blueprint has made the necessary changes to ensure that its Guests are aware that they may communicate with any of its representatives in any method that is deemed reasonable when accessing its software and services. Blueprint is committed to providing services to Guests who use assistive devices. Blueprint will ensure that its employees receive adequate training to be familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our software product and services.

Guide Dogs and Support Persons

Blueprint is committed to ensuring that all Guests who are accompanied by service animals, guide dogs or support persons are able to access all parts of our premises that are open to the public. Blueprint will ensure that this information is communicated to our Guests.

Service Disruptions

As part of Blueprint's commitment to excellent and accessible customer service, it has ensured that reasonable notice will be provided in the event of a planned or unexpected disruption in access to any of its facilities or services. The notice will include the reason for the disruption, its anticipated duration and a description of the alternate facilities or services that may be available. Blueprint has ensured that this information will be disseminated in such a manner as to ensure ready accessibility by anyone.

Staff Training

To ensure Blueprint provides accessible services equitably to everyone, it has provided training to all employees. Training will also be provided to persons responsible for the development of our customer service policies, practices and procedures. The training includes the following details:

1. A review of the Accessibility for Ontarians with Disabilities Act, 2005 and O. Reg. 429/07.
2. How to interact and communicate with persons with various types of disabilities.
3. How to interact and communicate with persons with disabilities who use assistive devices, are accompanied by support persons, service animals or guide dogs.
4. Cross disability training to ensure everyone has awareness and knowledge on how to assist a customer who is having difficulty accessing our services.

Blueprint understands that training is a key component of understanding how to provide excellent and accessible customer service. Therefore, Blueprint will require all new employees to complete training upon commencing their employment or contract. Blueprint will continue to provide ongoing training in relation to any changes in its policies, practices or procedures which govern the provision of services.

Feedback

As part of its commitment to provide excellent and accessible customer service, Blueprint welcomes the opportunity to receive and to be able to respond to all of its Guests' feedback. In order to ensure this process is user-friendly, Blueprint will accept feedback through the following methods:

1. By contacting its Corporate Head Office at 416-673-9350 and asking to speak to the Director of HR.
3. In writing to:

Director, Human Resources
Blueprint Software Systems Inc.
5 Park Home Ave. Suite 400
Toronto, ON M2N 6L4

Blueprint is committed to responding to any complaints and/or suggestions.

This policy is designed to inform our disabled Guests that Blueprint is dedicated to adhering to the requirements of AODA and O. Reg. 429/07 as well as our personal commitment to providing accessible services to its Guests. This policy will be made available in an alternate format upon request and will be provided within a reasonable timeframe once requested. All questions about this policy and requests for alternate formats should be directed to:

Director, Human Resources
Blueprint Software Systems Inc.
5 Park Home Ave., Suite 400
Toronto, ON M2N 6L4
O: 647-288-0700