

Statement of Organizational Commitment

Wave's approach to accessibility is an inclusive one. Accessibility is a core piece of inclusivity, and we also recognize that independence, dignity and equality of opportunity are not optional.

Wave is committed to ensuring equal access and participation for people with disabilities. We are committed to serving Customers and Employees without barriers, discrimination, or biases of any kind, and are also committed to adapting to, or meeting the needs of people with disabilities wherever possible.

AODA Policy

Disabilities refer to individuals with any degree of physical or mental impairment either permanent or temporary, and can both be visible and invisible.

Accommodations can be requested at any time. The provision of accessible formats or communication supports are available upon request.

If you require accommodation for a disability, receive a request for accommodation, or have a question about Wave's approach to accessibility, please submit your request through the form on the website or by emailing accessibility@waveapps.com.

Training

All Wavers are required to complete their accessibility training to be sure they are aware of Ontario's accessibility laws and the aspects of the Ontario Human Rights Code relating to persons with disabilities, which is applicable when working with other Wavers, as well as Wave Customers. Should additional training be required as it relates to specific roles, Wave is committed to offering that training. Training will occur on an ongoing basis after being hired, and whenever changes are made to relevant policies, practices, and procedures. Records are kept on an ongoing basis of this training.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

Service Animals

We welcome people with disabilities and their service animals. We especially love dogs, too! Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a

service animal, we may ask for documentation from a [regulated health professional](#) that confirms the need for a service animal relating to their disability. If a service animal is prohibited by another law, we will work to ensure people with disabilities can still access our goods, services, or facilities.

Support Persons

A person with a disability who is accompanied by a support person will be welcomed to have that person accompany the parts of our premises that are open to the public and third parties.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services, Wave will notify Customers promptly with a clearly posted notice. Additional information such as reason for disruption, length of time, and description of alternative services will be provided as available.

Feedback Process

Wave welcomes feedback on how we provide accessible customer service. We believe this will help us identify barriers and improve! We welcome your feedback regarding this, or other policies, at any time. We can be reached via submitting your details through the contact form on the website, or by email at accessibility@waveapps.com. Any feedback will be reviewed by the appropriate teams within a reasonable period of time, typically within 7 business days. Wave is committed to communicating with persons with disabilities in ways that take into account their disability, and accessible formats and communication supports are available on request.

Notice of Availability of Documents

Wave posts documents related to accessible customer service on our “Accessibility” page available on our public website. Wave is committed to communicating with persons with disabilities in ways that take into account their disability, and accessible formats and communication supports are available on request.

Self-service Kiosks

While we do not currently have self-service kiosks, we will consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks in the future.

Information & Communication(s)

Wave aims to communicate with people in a way that is accessible to them. Whenever requested, Wave will provide information about our organization and its services in accessible formats or with communication supports. We have a process for receiving and responding to feedback, and we will consult with the person making the request in determining the suitability of an accessible format or communication support.

Wave will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws, and will continue to design with this in mind.

Employment

Wave notifies employees, job applicants, and the public that accommodations can be made during recruitment and hiring. In addition, any candidate, potential candidates, or Employee can disclose their need for accommodation and Wave will make every reasonable effort to accommodate those with disabilities. We consult with the candidates through this process to arrange for suitable accommodation.

Employees are notified that supports are available for those with disabilities as soon as practicable after they begin their employment. Whenever there is a change in existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability, we will provide updated information.

We will consult with employees when arranging for suitable accommodation, in a manner that takes into account the accessibility needs due to disability.

Accommodations can be requested at any time.

Where needed, we will also develop individualized accommodation plans, and provide customized emergency information to assist an Employee with a disability during an emergency. We have a written process for employees who have been absent from work due to disability, and require disability-related accommodations in order to return to work.

Changes to Existing Policies

Modifications to this or other policies will not be made unless the impact of the changes on persons with disabilities has been considered. Wave reserves the right to make amendments to this policy without prior notice to you. This document is publicly available. Wave is committed to communicating with persons with disabilities

in ways that take into account their disability, so if you require a different format that is more accessible to you, please let us know.

Accessible Feedback

We welcome your feedback regarding this, or other policies, at any time. We can be reached via submitting your details through the contact form on the website, or by email at accessibility@waveapps.com.