Accessible Customer Service Policy

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Accessible Customer Service Policy
made under Ontario Regulation 191/11

Purpose

At Cloud Software Group Canada Inc. and its affiliates operating in Ontario (collectively, the "**Company**"), we are committed to providing exceptional customer service to all of our customers in addition to ensuring that our workspace is accessible to all customers and employees. Making services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

This Accessible Customer Service Policy (the "**Policy**") establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005* and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations (the "**IASR**"). This Policy outlines our strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR.

The Policy will be publicly available, including in an accessible format upon request. The Policy will be reviewed and updated, if applicable, at least once every five years.

Application

This Policy applies to all of our employees and managers**,** and to any third parties (e.g., contractors) who we may arrange to provide our goods and services on our behalf to customers in the Province of Ontario, Canada. This Policy applies to the extent that members of the public in the Province of Ontario, Canada interact with our representatives directly and are able to directly access our services, products, and/or premises.

Customer Service Standards

While the Company does not currently have a physical premises in the Province of Ontario, Canada that is open to the public and other third parties, the Company recognizes its obligations under the IASR should it choose to utilize a physical premises that is open to the public and other third parties in the future.

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The Company has outlined its commitment to the customer service standards under the IASR below:

(i) Communication

The Company is committed to making company information and communications accessible to persons with disabilities. When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train any staff who communicates with customers on how to interact and communicate with people with various types of disabilities.

(ii) Assistive Devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or obtain our services, to the extent that those services are made available and accessible to the general public. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our services. We will also ensure that staff know how to use assistive devices that are available for customers, if any.

(iii) Service Animals and Support Persons

the Company does not currently provide goods, services, or facilities to members of the public or other third parties at premises owned or operated by the Company and which the public or third parties have access to in Ontario, Canada. However, the Company recognizes its obligations under the relevant sections of the IASR and is committed to incorporating principles regarding service animals and support persons into any premises utilized in the future.

(iv) Notice of Temporary Disruption

In the event of a planned or unexpected disruption in services usually used by people with disabilities, the Company will publicly post a notice about the reason for the disruption, its anticipated duration, and a description of alternative services, if available. The notice will be placed at or near the affected service and/or through other means (e.g., website) where necessary.

(v) Training for Staff

The Company is committed to providing training on the requirements of the accessibility standards referred to in the *IASR* and on the Ontario *Human Rights Code*, as it pertains to persons with disabilities. We will provide training to all Company employees, all persons

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who are involved in the development and approval of Company policies, and all other persons who provide goods, services, or facilities on behalf of the Company in the Province of Ontario, Canada. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices, and procedures.

Training will include the following:

- the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use various assistive devices available on our premises, if any; and
- what to do if a person with a disability is having difficulty in accessing our facilities (if applicable) and services.

Feedback Process

We welcome any feedback on the services we provide from people with disabilities. The Company will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner. Please send your comments to the following:

For assistance, please contact us electronically via Bridge.
851 West Cypress Creek Road
Fort Lauderdale, FL 33309

We will consider your comments carefully. Customers can expect to hear back within a reasonable period of time.

Note: Copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.

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