



ACCESSIBILITY POLICY

MERCURY FILMWORKS is committed to treating all people in a respectful manner that allows people to maintain their dignity and independence. We believe in integration and equal opportunity.

A disability includes visible and non-visible disabilities such as any degree of physical disability, infirmity, malformation or disfigurement, a condition or mental impairment, developmental disability, a learning disability or dysfunction, a mental disorder, or other injury. We recognize that any disability may be temporary or permanent.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the ***Accessibility for Ontarians with Disabilities Act*** (the "AODA").

Communication:

We will communicate with people with disabilities in a respectful manner that takes into account their disability. This applies to all employees at Mercury Filmworks as we strive to operate in a manner that respects all persons, including those of varying abilities.

Assistive Devices:

Mercury Filmworks will ensure that our staff is trained and familiar with various assistive devices we have on site that may be used by clients, customers, employees and visitors with disabilities while accessing our premises and goods or services. People with disabilities are also welcome to use their own assistive devices (such as canes, wheelchairs, oxygen tanks) while on our premises.

Service Animals and Support Persons:

We welcome people with disabilities and their service animals and any support person. Service animals are allowed on our premises at any time. A person with a disability who is accompanied by a support person is always welcome, and this support person may be a paid support worker, family member or a friend to assist with daily tasks.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for clients, employees or visitors with disabilities, Mercury Filmworks will provide notice promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed in all of our public entrances.

Accessibility Training:

Mercury Filmworks will provide training to all employees who interact with the public or third parties visiting our studio. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to Mercury Filmworks. Specifically, individuals in the following positions will be trained: Executives, senior management, receptionist, recruitment, and marketing staff. This training will also be provided to new employees as part of their orientation. Training will also be provided on an ongoing basis with respect to any material changes to this policy or our practices and procedures related to the provision of services to persons with disabilities.

Training will include:

- An overview of the AODA, and the requirements of the customer service standard.
- Mercury Filmworks' plan related to 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.
- Instruction on the use of equipment within our premises or provided by Mercury which may assist people with disabilities.
- Procedures to undertake when a person with a disability is having difficulty in accessing Mercury Filmworks' facilities and/or services.

Individualized Emergency Response Information:

An employee with a disability will be given individualized emergency response information in order to assist them during an emergency to ensure their safety when exiting the premises. With their consent, this will be shared only with authorized personnel designated to provide assistance during an emergency as to what assistance is required. This information will be revised as necessary in the event that the employee's work station or office is changed.

Accommodation Requests:

Any person requiring assistance, special assistive technology, any adaptive equipment or any other type of accommodation due to any temporary or permanent disability is invited to contact us at the

Notice of Availability:

Mercury Filmworks will post our policies in the public areas of our Head Office or can be provided to anyone by email upon request to info@mercuryfilmworks.com and can be provided in alternative formats upon request.

Modifications to this or other policies:

This policy will be reviewed on an ongoing basis no less than once per year to ensure our commitment to accessibility is met. Any policy of Mercury Filmworks that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Feedback Process & Contact Information:

Clients, customers or employees who wish to provide feedback to help Mercury Filmworks improve the way in which it provides services to persons with disabilities can contact us by email, phone (the receptionist will direct you to the appropriate person), mail or in person at the coordinates below. All feedback, including complaints, suggestions or otherwise, will be reviewed by the Operations Department and if necessary, the Legal Department, and everyone can expect to hear back within seven (7) days. All suggestions and concerns will be taken seriously. Please be sure to provide your name and contact information.

Email: info@mercuryfilmworks.com

Phone: 613-482-1814

Mail: Mercury Filmworks
53 Auriga Drive,
Ottawa, Ontario, Canada K2E 8C3.
Attention: Operations Department

In Person: Please see our receptionist in our front lobby.

This Accessibility Policy is available in alternative formats upon request.