



# **BlackBerry Accessibility Policy**

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## **Introduction**

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Government of Ontario has developed a phased-in approach to reaching its objective of making the province of Ontario fully accessible by 2025. BlackBerry strongly supports this important objective and this policy outlines the rules and principles that BlackBerry Limited and its subsidiaries with at least one employee in Ontario (BlackBerry) will implement and maintain in order to achieve this objective and to meet the requirements under the AODA and its regulations.

## **Statement of Commitment**

BlackBerry is committed to working to improve access and opportunities for people with disabilities by identifying, removing, and preventing barriers that might interfere with their ability to make full use of our products and services.

BlackBerry strives to offer quality products and services to each member of the community and to provide these products and services in a way that respects the dignity and independence of people with disabilities. BlackBerry is committed to open communication and to ensuring that persons with disabilities have equal opportunity access.

The purpose of this policy is to provide a framework through which BlackBerry can achieve service excellence for people with disabilities and the building of a fully inclusive community.

## **Providing Goods and Services to People with Disabilities**

BlackBerry respects and celebrates the diversity of people who make up the community. We are committed to excellence in serving the diverse community, including persons with disabilities, and we will carry out our service goals in the following areas:

### **Communication**

BlackBerry will communicate with people with disabilities in ways that take into account their individual requirements. We will train our employees how to effectively interact and communicate with people who have various disabilities.

### **Telephone Services**

BlackBerry is committed to providing fully accessible telephone services including access to appropriate assistive technologies. We will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will make our employees familiar with telephone technologies intended for people with disabilities.



## Assistive Devices

BlackBerry welcomes persons with disabilities to use assistive devices to obtain, use, or benefit from our services. We will ensure that our employees are trained in the use of the various assistive devices and the alternatives to print materials that are available on BlackBerry premises.

## Use of Service Animals and Support Persons

- a. BlackBerry welcomes persons who are accompanied by a trained service animal on the parts of our premises that are open to the public and other third parties in accordance with BlackBerry's internal security and privacy policies and procedures.
  
- b. BlackBerry welcomes persons who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter BlackBerry premises with his or her support person in the parts of our premises that are open to the public, and in accordance with BlackBerry's internal security and privacy policies and procedures. At no time will a person who is accompanied by a support person be prevented from having access to his or her support person, provided that the interaction between the person and his/her support person does not compromise BlackBerry's internal security and privacy policies and procedures.

## Notice of Temporary Disruption

BlackBerry will provide notice in the event of a planned or unexpected disruption in the facilities or accessible services usually used by people with disabilities to access BlackBerry's goods or services. Although BlackBerry cannot provide the same guarantee in emergency temporary disruption situations, every reasonable effort will be made to give adequate notice. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## Training for Staff

BlackBerry will provide training about accessible goods and services to employees, contractors, volunteers and others who interact with members of the public who wish to obtain, use, or benefit from services provided by BlackBerry. BlackBerry will provide training about accessible goods and services to employees who participate in developing BlackBerry's policies, practices, and procedures governing the provision of goods and services to the public.

In addition, training will be provided as part of the orientation training for new employees to employees, contractors, volunteers and others who interact with members of the public who wish to obtain, use or benefit from services provided by BlackBerry. BlackBerry will provide training to new employees who participate in developing BlackBerry's policies, practices, and procedures governing the provision of goods and services to the public. BlackBerry will provide training on an ongoing basis whenever changes are made to relevant policies, procedures, and practices. The training will be provided as soon as practicable after the new employee is assigned his/her duties.



## **Feedback Process**

BlackBerry welcomes feedback regarding the way in which the company provides goods, services or facilities to persons with disabilities. To request a copy of BlackBerry's feedback process, to provide feedback via an alternate accessible format (including via communication supports as required), or to provide feedback regarding BlackBerry's Accessibility Policy, please email [accessibility@blackberry.com](mailto:accessibility@blackberry.com). The feedback received will be addressed by the Accessibility Team.

## **Accessible Emergency Information**

BlackBerry is committed to providing its customers with information concerning emergency procedures in an accessible manner upon request. BlackBerry will also provide employees with disabilities with individualized emergency response information when necessary.

## **Accessible Websites and Web Content**

BlackBerry is committed to ensuring that the information it makes available on its websites are accessible to all users:

- a. By January 1, 2014, new internet websites and web content on those sites will conform with WCAG 2.0 Level A.
- b. By January 1, 2021, all internet websites and web content will conform with WCAG 2.0 Level AA, other than,
  - i. success criteria 1.2.4 Captions (Live), and
  - ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).