

TRANSERA GROUP LTD. · ENGAGEMENT POLICY

Accessibility Statement

Transera Group Ltd.’s commitment to accessible service delivery and digital experiences.

Document	Accessibility Statement
Compliance	Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Web standard target	WCAG 2.1 Level AA (where reasonably practicable)
Effective date	29 April 2026
Governing law	Province of Ontario, Canada

1. Our Commitment to Accessibility

Transera Group Ltd. is committed to providing services and digital experiences that are accessible to all people, including persons with disabilities. We strive to meet or exceed the accessibility standards set out in the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and its associated regulations.

We treat all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity, and we strive to give people with disabilities the same opportunity to access our services as others.

2. Customer Service

Transera is committed to providing accessible customer service in compliance with the AODA Customer Service Standard. This includes:

- **Communication:** We communicate with people with disabilities in ways that take their disability into account. Where requested, we provide information in alternative formats including large print, plain text, accessible PDF, or audio.
- **Assistive devices:** We welcome the use of assistive devices and ensure our staff is familiar with a range of assistive technologies that may be used by clients with disabilities.
- **Service animals and support persons:** People with disabilities are welcome to be accompanied by service animals and support persons in any meeting or service interaction.
- **Notice of disruption:** If a planned or unexpected disruption occurs to a service or facility used by people with disabilities, we will provide reasonable notice with details of the disruption and alternative arrangements.

3. Digital Accessibility (Website)

We design our website (www.transeragroup.com) with accessibility in mind, targeting **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** where reasonably practicable. Specific measures include:

- Semantic HTML structure with proper heading hierarchy and landmarks for screen reader navigation;

- Alt text on meaningful images; decorative images marked appropriately;
- Sufficient colour contrast for text and interactive elements;
- Keyboard-accessible navigation and focus indicators;
- Form fields with descriptive labels and required-field indicators;
- Responsive design that works across screen sizes and zoom levels up to 200%;
- Reduced-motion support for users who prefer minimized animation;
- Clear, plain-language content where possible.

Some content on the website — particularly third-party embedded content (e.g., scheduling widgets, embedded PDFs) — may not fully meet WCAG 2.1 Level AA. We are working to identify and remediate these gaps, and accessible alternatives are provided where possible. If you encounter an accessibility barrier, please contact us using the information in Section 6 below.

4. Training

All employees, contractors, and partners who interact with the public on behalf of Transera Group Ltd. receive training on:

- The purpose of the AODA 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 assistive devices, service animals, or support persons;
- What to do if a person with a disability is having difficulty accessing our services;
- Transera’s policies and practices related to providing accessible service.

5. Feedback Process

Feedback regarding the way Transera provides services to people with disabilities is welcome and appreciated. Feedback helps us identify barriers and improve our services. Feedback may be provided in person, by phone, by email, or by mail (see contact details below).

All feedback — including complaints — is acknowledged within five (5) business days. We investigate all complaints fairly and respond with the action we will take or have taken to address the concern. Information about how complaints are handled is available on request.

6. Contact for Accessibility Inquiries and Feedback

Accessibility Contact	Kapil Shah, Founder & CEO
Email	ceo@transeragroup.com
Phone	+1 (365) 777-1235
Mail	Transera Group Ltd., Guelph, Ontario, Canada
Subject line	Please use “Accessibility” when emailing

7. Alternative Formats of This Document

This Accessibility Statement is available in alternative formats on request. Please contact us using the information above and we will provide an accessible version (large print, plain text, accessible PDF, or other reasonable format) within a reasonable timeframe and at no additional cost.