



ACCESSIBILITY COMMITMENT POLICY

DIGITAL ACCESSIBILITY, INCLUSION, AND EQUAL SERVICE ACCESS FRAMEWORK

Document Type: External Policy Document

Document Purpose: Establishes the Company's commitment to accessibility, inclusion, and equal access to Platform services

Jurisdiction: Republic of Ghana

1. INTRODUCTION AND ACCESSIBILITY COMMITMENT

At Beagine (“Company”, “Platform”, “we”, “our”, or “us”), we recognize that access to technology, digital services, transportation, professional services, and marketplace opportunities should be available to people with diverse abilities and circumstances.

The Company is committed to creating an inclusive Platform environment where individuals can access services, participate in the marketplace, communicate effectively, and engage with digital tools regardless of disability, age-related limitations, temporary impairments, language barriers, technological limitations, or other accessibility challenges. Accessibility is considered an important part of responsible technology development and service delivery. The Company aims to design and operate its Platform in a way that reduces unnecessary barriers and supports meaningful participation by Users, Professionals, Specialists, Providers, business customers, and other participants.

This Accessibility Commitment Policy explains the Company’s approach to accessibility across its digital products, customer support systems, service processes, communication channels, and marketplace operations. The Company recognizes that accessibility is an ongoing process rather than a one-time achievement. As technology, user needs, and accessibility standards continue to develop, the Company will continue reviewing and improving its practices.

This Policy reflects the Company’s commitment to:

- providing fair access to Platform services;
- reducing barriers experienced by persons with disabilities;
- supporting inclusive design practices;
- encouraging respectful treatment of all participants;
- improving accessibility through feedback and continuous improvement.

2. PURPOSE AND SCOPE OF THIS POLICY

The purpose of this Accessibility Commitment Policy is to establish the principles and responsibilities that guide the Company's approach to accessibility.

This Policy applies to:

- Users accessing Platform services;
- Professionals and Specialists providing services through the Platform;
- business customers and organizations;
- Company employees and representatives;
- technology partners and service providers;
- third parties interacting with Company systems.

Accessibility considerations apply across multiple areas, including:

- mobile applications;
- web platforms;
- digital communication channels;
- customer support systems;
- service request processes;
- payment processes;
- identity verification processes;
- marketing materials;
- information resources;
- physical service interactions connected to the Platform.

The Company recognizes that accessibility requirements may differ depending on individual circumstances, service type, location, technology availability, and personal preferences.

This Policy does not guarantee that every feature will immediately be accessible to every individual in every circumstance. Instead, it establishes the Company's commitment to continuous improvement, reasonable accommodation where possible, and responsible accessibility practices.

3. LEGAL AND REGULATORY CONSIDERATIONS

The Company recognizes the importance of supporting accessibility and inclusion within the legal and social environment of the Republic of Ghana.

Accessibility considerations may involve multiple areas of law and public policy, including principles relating to:

- equal treatment;
- non-discrimination;
- rights of persons with disabilities;
- consumer protection;
- digital services;
- communications;
- public access;
- data protection.

The Company acknowledges the objectives of Ghana's disability inclusion framework, including the recognition that persons with disabilities should have opportunities to participate fully in society.

The Company also recognizes the importance of the Persons with Disability Act, 2006 (Act 715) and related national inclusion efforts aimed at improving accessibility and reducing barriers faced by persons with disabilities.

Where applicable, the Company will consider relevant legal requirements, regulatory guidance, and recognized accessibility practices when designing and improving Platform services.

The Company's accessibility commitments are intended to support compliance with applicable obligations while promoting a broader culture of inclusion.

4. COMMITMENT TO EQUAL ACCESS AND NON-DISCRIMINATION

The Company is committed to providing fair and respectful access to Platform services. No individual should be unfairly excluded from using Platform services because of disability, accessibility needs, or reasonable limitations affecting interaction with digital systems. The Company does not tolerate discrimination, harassment, or unfair treatment based on disability or accessibility requirements. Users, Professionals, Specialists, and Providers are expected to treat all participants respectfully and professionally.

The Company recognizes that equal access does not always mean identical treatment. In some situations, supporting equal participation may require adjustments, alternative communication methods, additional assistance options, or reasonable modifications to standard processes. Where practical and appropriate, the Company may provide alternative methods of accessing information, communicating with support teams, or completing necessary processes.

5. ACCESSIBILITY PRINCIPLES AND DESIGN APPROACH

The Company seeks to incorporate accessibility principles into the development and improvement of its Platform.

Accessibility considerations may include designing clear and understandable user interfaces, supporting compatibility with assistive technologies, providing readable and understandable information, considering different methods of interaction, reducing unnecessary complexity, supporting flexible communication options.

The Company aims to consider accessibility from the earliest stages of product design rather than treating accessibility as an afterthought. Where new features, updates, or services are developed, accessibility considerations may form part of planning, testing, and quality review processes.

The Company encourages teams involved in technology, operations, customer support, marketing, and service delivery to consider accessibility impacts in their work.

6. ACCESSIBILITY IN MOBILE APPLICATIONS AND DIGITAL PLATFORMS

The Company recognizes that many Users and Providers interact with the Platform primarily through mobile devices.

The Company aims to improve mobile accessibility by considering factors such as:

- screen readability;
- text clarity;
- navigation simplicity;
- button size and usability;
- device compatibility;
- interaction flexibility;
- performance limitations;
- clear notifications.

Where technically possible, Platform applications may support accessibility features available through common mobile operating systems, including:

- screen readers;
- text enlargement;
- voice controls;
- alternative navigation tools;
- device accessibility settings.

The Company acknowledges that device capabilities vary and that accessibility performance may depend partly on operating systems, hardware, and third-party technologies.

7. ACCESSIBILITY FOR USERS WITH VISUAL DISABILITIES

The Company recognizes that individuals with visual disabilities may experience different challenges when interacting with digital platforms, including difficulty reading text, identifying visual elements, navigating interfaces, or interpreting information presented only visually.

The Company is committed to improving accessibility for individuals with visual impairments by considering design approaches that support clearer and more adaptable experiences.

Where technically possible, the Platform may incorporate accessibility practices such as clear text presentation, sufficient contrast between text and backgrounds, descriptive labels for digital elements, logical navigation structures, compatibility with screen-reading technologies, alternative descriptions for important visual information and reduced dependence on colour alone to communicate essential information.

The Company understands that many individuals rely on assistive technologies, including screen readers, magnification tools, voice assistants, and other accessibility software. We aim to ensure that important Platform functions can be accessed through commonly available accessibility technologies where reasonably practicable.

Where visual information is necessary for a service process, the Company will consider alternative ways of communicating important information, including audio assistance, text-based explanations, or customer support assistance where available. Users are encouraged to provide accessibility feedback if they experience difficulties accessing information or completing tasks due to visual barriers.

8. ACCESSIBILITY FOR USERS WITH HEARING DISABILITIES

The Company recognizes that some individuals may experience barriers when services rely heavily on telephone communication, audio instructions, or spoken information.

Beagine aims to support individuals with hearing disabilities by promoting alternative communication methods where possible. Accessibility measures may include text-based communication options, in-app messaging, written support channels, visual notifications, digital confirmations and accessible customer support alternatives.

Where service-related communication normally occurs through voice communication, the Company will consider alternative methods that allow individuals to receive necessary information. The Company encourages Users and Providers to communicate respectfully and to consider accessibility needs during service interactions. Participants should not refuse reasonable communication adjustments where such adjustments are practical and do not create unreasonable safety or operational concerns.

9. ACCESSIBILITY FOR USERS WITH PHYSICAL AND MOBILITY DISABILITIES

The Company recognizes that some individuals may experience physical limitations affecting their ability to interact with devices, travel, access locations, or complete standard service processes.

The Company aims to reduce unnecessary barriers by considering accessibility needs related to:

- mobile device interaction;
- service requests;
- communication methods;
- pickup and delivery processes;
- support procedures.

Where services involve physical movement, transportation, or specialist assistance, accessibility considerations may depend on the specific service type, Provider capabilities, location conditions, and available resources.

Providers are encouraged to communicate clearly regarding service limitations and available accommodations. Users are encouraged to provide relevant accessibility information where necessary to help Providers understand service requirements.

The Company does not require individuals to disclose unnecessary personal information about disabilities. However, providing relevant accessibility information may help improve service experiences.

10. ACCESSIBILITY FOR USERS WITH COGNITIVE AND LEARNING DISABILITIES

The Company recognizes that individuals may experience different learning, processing, memory, or cognitive challenges when interacting with digital services.

The Company aims to make Platform experiences easier to understand by considering:

- simple and clear language;
- consistent navigation;
- predictable processes;
- clear instructions;
- meaningful notifications;
- reduction of unnecessary complexity.

The Company seeks to avoid confusing processes where possible and aims to provide information in a manner that is understandable to a wide range of users. Customer support teams will provide additional explanations or assistance where reasonable and appropriate. The Company recognizes that accessibility includes not only technical access but also the ability to understand and effectively use services.

11. LANGUAGE, LITERACY, AND COMMUNICATION ACCESSIBILITY

The Company recognizes that Ghana has a diverse population with different languages, communication preferences, literacy levels, and technology experiences.

The Company aims to make Platform information understandable and accessible by considering, clear wording, simple explanations, practical instructions, appropriate communication formats and local user needs.

Where possible, the Company may consider support for additional languages, local communication methods, or alternative formats based on user needs, operational capacity, and business priorities.

Beagine recognizes that language accessibility contributes to fair participation and better service experiences. Users and Providers are encouraged to communicate clearly and respectfully when interacting through the Platform.

12. ACCESSIBILITY CONSIDERATIONS FOR PROFESSIONALS, SPECIALISTS, AND PROVIDERS

Accessibility applies not only to Users receiving services but also to Professionals, Specialists, and Providers using the Platform to provide services.

The Company recognizes that Providers may also experience accessibility challenges when using registration systems, verification processes, training materials, payment systems, communication tools, service management features. The Company aims to consider accessibility when designing Provider-facing systems and operational processes. Where reasonable and practical, the Company may provide alternative support methods, accessible instructions, additional guidance, alternative communication channels and assistance during onboarding processes.

Providers remain responsible for meeting professional and legal requirements associated with their services. Accessibility support does not remove obligations relating to safety, qualifications, licensing, or service standards.

13. ACCESSIBILITY IN CUSTOMER SUPPORT SERVICES

The Company is committed to making customer support reasonably accessible to individuals with different needs. Support channels may include digital messaging, email communication, telephone support, online assistance tools, other available communication methods.

The Company aims to provide support interactions that are respectful, patient, and responsive to accessibility concerns. Individuals requesting accessibility assistance should clearly explain the barrier they are experiencing so that appropriate support options can be considered. Customer support representatives may provide reasonable assistance, guidance, or alternative methods where available. Beagine recognizes that some accessibility requests may require additional review depending on technical, operational, or safety considerations.

14. ACCESSIBILITY IN SERVICE DELIVERY

Accessibility is considered part of the overall service experience, not only the digital interface. The Company encourages Providers to deliver services in a respectful and inclusive manner.

Providers should:

- treat individuals with dignity;
- avoid discriminatory behaviour;
- communicate clearly;
- respect reasonable accessibility needs;
- follow safety requirements.

Where a Provider cannot reasonably accommodate a specific accessibility requirement, beagine encourages transparent communication and appropriate alternatives where possible. The Company will review accessibility-related complaints and take appropriate action where Platform standards or conduct requirements are not followed.

15. ASSISTIVE TECHNOLOGIES AND COMPATIBILITY SUPPORT

The Company recognizes that many individuals rely on assistive technologies to interact with digital services. Assistive technologies may include screen readers, voice recognition tools, keyboard navigation systems, captioning tools, communication assistance technologies. Beagine aims to consider compatibility with commonly used assistive technologies when developing and improving Platform features.

The Company understands that accessibility performance may depend on multiple factors, including device type, operating system, browser or application version, third-party accessibility software, network conditions, hardware capabilities.

Because technology environments vary significantly, the Company cannot guarantee compatibility with every assistive technology or device configuration. However, the Company is committed to reviewing accessibility barriers, considering reasonable improvements, and encouraging feedback from individuals who experience difficulties.

16. ACCESSIBILITY TESTING AND CONTINUOUS IMPROVEMENT

The Company recognizes that accessibility requires ongoing evaluation and improvement. Accessibility considerations may be incorporated into product planning, software development, quality assurance testing, user experience reviews, service improvement initiatives, operational assessments. The Company may conduct accessibility reviews using internal evaluations, user feedback, technical assessments, external expertise, or other appropriate methods. Accessibility improvements may include, interface improvements, clearer information presentation, better navigation, improved communication options, additional support resources, process adjustments.

Beagine acknowledges that accessibility standards and user expectations continue to evolve. Accordingly, accessibility practices may be reviewed and updated over time.

17. ACCESSIBILITY FEEDBACK, REQUESTS, AND COMPLAINTS

The Company encourages individuals to provide feedback regarding accessibility experiences.

Feedback may include:

- difficulty accessing Platform features;
- challenges using digital services;
- barriers experienced during service interactions;
- suggestions for improvement;
- requests for reasonable accessibility support.

Individuals providing accessibility feedback should include sufficient details to help the Company understand the issue, including:

- the service or feature involved;
- the nature of the accessibility barrier;
- the device or method being used where relevant;
- any suggested improvements.

The Company will review accessibility-related feedback and consider appropriate responses based on technical feasibility, operational requirements, safety considerations, and available resources. Accessibility complaints will be handled respectfully and reviewed in accordance with applicable complaint management procedures.

18. EMPLOYEE AND REPRESENTATIVE RESPONSIBILITIES

The Company recognizes that accessibility depends on awareness and responsibility throughout the organization.

Employees, contractors, and representatives involved in Platform development, customer support, operations, and service management are encouraged to understand accessibility principles relevant to their roles.

Responsibilities may include:

- considering accessibility during decision-making;
- responding respectfully to accessibility concerns;
- avoiding discriminatory practices;
- supporting inclusive service delivery;
- reporting accessibility issues.

Teams responsible for technology development may consider accessibility requirements during product design and improvement processes. Customer-facing teams may receive guidance on responding appropriately to individuals with accessibility needs.

19. PARTNER AND PROVIDER ACCESSIBILITY RESPONSIBILITIES

The Company works with various partners, Providers, and third-party organizations that contribute to Platform operations. Where appropriate, the Company encourages partners and Providers to support accessibility principles and maintain respectful interactions with individuals requiring accessibility assistance. Partners and Providers should avoid discriminatory treatment, unnecessary barriers, refusal of reasonable communication adjustments, inappropriate conduct toward persons with disabilities. Where third-party services directly affect Platform accessibility, the Company may consider accessibility factors when selecting, evaluating, or managing those relationships.

20. THIRD-PARTY ACCESSIBILITY CONSIDERATIONS

The Platform may depend on third-party technologies, services, integrations, payment systems, communication tools, mapping services, and other external providers. The Company cannot fully control accessibility practices of third-party providers.

However, where third-party services are important to Platform functionality, the Company may consider accessibility factors when evaluating available solutions. Users should understand that accessibility experiences may vary depending on external systems beyond the Company's direct control. Where accessibility barriers arise from third-party services, the Company may review available alternatives or communicate limitations where appropriate.

21. ACCESSIBILITY AND PRIVACY CONSIDERATIONS

The Company recognizes that accessibility support must be balanced with privacy and data protection responsibilities. Individuals should not be required to provide unnecessary personal information about disabilities or accessibility needs.

Where accessibility information is collected, it will be handled according to the Company's Privacy Policy and applicable Ghanaian data protection requirements.

Accessibility information will only be used for legitimate purposes, including:

providing requested assistance, improving services, responding to accessibility concerns, maintaining service quality. The Company is committed to protecting the dignity and confidentiality of individuals requesting accessibility support.

22. POLICY MONITORING AND REVIEW

The Company may periodically review this Accessibility Commitment Policy to ensure that it remains appropriate and aligned with changes in technology, changes in legal requirements, changes in Platform operations, feedback from Users and Providers and also developing accessibility practices.

Reviews may consider whether additional accessibility measures, resources, or improvements are appropriate.

23. POLICY UPDATES

The Company may update this Accessibility Commitment Policy from time to time. Updates may occur due to , new accessibility practices, legal or regulatory developments, changes in Platform features, improvements based on feedback, operational changes. Where significant changes are made, the Company may provide notice through appropriate communication channels. The updated Policy becomes effective upon publication unless otherwise stated.

24. GOVERNING LAW

This Accessibility Commitment Policy is governed by the laws of the Republic of Ghana. The Company will interpret and apply this Policy consistently with applicable legal laws relating to inclusion, disability rights, consumer protection, privacy, and digital services. Where questions or concerns arise regarding accessibility commitments, individuals are encouraged to contact the Company through official support channels.

25. FINAL ACCESSIBILITY COMMITMENT

The Company believes that technology should create opportunities rather than unnecessary barriers.

Through this Accessibility Commitment Policy, the Company confirms its commitment to:

- supporting inclusive access to Platform services;
- respecting the dignity and independence of individuals;
- reducing accessibility barriers where reasonably possible;
- encouraging respectful treatment across the Platform community;
- improving accessibility through feedback and continuous development.

Accessibility is a shared responsibility between the Company, Users, Providers, Partners, and the wider Platform community.

Beagine remains committed to improving accessibility practices as the Platform grows and as the needs of its community continue to develop.