



ACCESSIBILITY, INCLUSION AND NON-DISCRIMINATION POLICY

EQUAL ACCESS AND PARTICIPATION FRAMEWORK

Document Type: External Legal Policy Document

Document Purpose: Establishes the Company's commitment to accessibility, inclusion, equal opportunity, and respectful participation throughout the Platform ecosystem

Jurisdiction: Republic of Ghana

1. INTRODUCTION AND INCLUSION COMMITMENT

We at Beagine (“Company”, “Platform”, “we”, “our”, or “us”) believe that access to digital services, professional opportunities, and marketplace participation should be built on principles of fairness, dignity, respect, and inclusion.

The Company operates a platform that connects Users with Professionals, Specialists, Providers, distributors, and other participants. Because the Platform serves individuals with different backgrounds, abilities, circumstances, and needs, the Company recognizes the importance of creating an environment where people can participate safely and fairly.

This Accessibility, Inclusion and Non-Discrimination Policy (“Policy”) establishes the Company’s commitment to reducing barriers, promoting equal treatment, and supporting accessibility throughout Platform operations.

The Company is committed to developing and maintaining systems that encourage:

- equal access to services;
- respectful interactions;
- inclusive technology;
- fair professional opportunities;
- responsible service delivery.

The Company does not tolerate discrimination, harassment, exclusion, or unfair treatment based on protected characteristics or personal circumstances recognized under applicable law.

2. PURPOSE OF THIS POLICY

The purpose of this Policy is to establish standards relating to:

- accessibility;
- equal participation;
- inclusive service delivery;
- non-discrimination;
- respectful conduct.

This Policy provides guidance for:

- Users;
- Professionals;
- Specialists;
- Providers;
- distributors;
- partners;
- employees;
- contractors.

The Company aims to ensure that Platform participation is based on legitimate factors such as:

- service requirements;
- professional qualifications;
- availability;
- safety considerations;
- lawful business criteria.

Decisions should not be based on unfair prejudice, stereotypes, or discriminatory attitudes.

3. SCOPE AND APPLICATION

This Policy applies throughout the Platform ecosystem, including:

- account registration;
- service requests;
- Provider onboarding;
- customer interactions;
- communications;
- payment processes;
- support services;
- marketing activities;
- technology development.

The Company expects all participants to follow these principles whenever interacting through or because of the Platform.

This Policy applies both online and during physical service interactions.

4. EQUAL ACCESS PRINCIPLES

The Company is committed to providing fair access to Platform participation. Equal access means that individuals should have reasonable opportunities to:

- create accounts;
- request services;
- provide services;
- communicate;
- receive support;
- participate in the marketplace.

The Company recognizes that equal access does not always mean identical treatment in every situation. Where reasonable and practical, the Company may provide adjustments or support measures to reduce barriers experienced by individuals with accessibility needs.

5. NON-DISCRIMINATION COMMITMENT

The Company prohibits discrimination within Platform activities.

Discrimination may include unfair treatment based on characteristics such as:

- disability;
- gender;
- age where legally protected;
- ethnic background;
- nationality;
- religion;
- health-related circumstances;
- other protected characteristics under applicable law.

Participants must make decisions based on legitimate Platform-related factors rather than personal prejudice.

Examples of unacceptable conduct include:

- refusing service without a legitimate reason;
- harassing another participant;
- making discriminatory remarks;
- treating someone unfairly because of personal characteristics.

6. USER RIGHTS AND RESPONSIBILITIES

Users have the right to access Platform services in a respectful environment.

Users should:

- provide accurate information;
- communicate respectfully;
- respect Provider professionalism;
- avoid discriminatory requests;
- consider reasonable accessibility needs.

Users must not request that Providers refuse services or receive different treatment based on discriminatory preferences. Users should also recognize that Providers may have legitimate safety, qualification, or operational reasons for declining certain requests.

9. SPECIALIST, AND PROVIDER RESPONSIBILITIES

Professionals, Specialists, and Providers represent an important part of the Platform experience.

Providers are expected to:

- treat Users respectfully;
- provide professional service;
- avoid discriminatory behaviour;
- communicate appropriately;
- consider reasonable accessibility requirements.

Providers must not:

- refuse service based on prejudice;
- harass Users;
- make offensive comments;
- exploit disability or vulnerability;
- treat individuals unfairly.

Professional decisions should be based on legitimate service considerations.

8. ACCESSIBILITY REQUIREMENTS FOR PLATFORM SERVICES

The Company recognizes that individuals may experience different accessibility needs.

Accessibility considerations may relate to:

- physical access;
- digital access;
- communication;
- service delivery;
- information availability.

The Company aims to identify and reduce unnecessary barriers within its reasonable operational ability.

Accessibility improvements may include:

- technology enhancements;
- clear communication;
- support procedures;
- service guidance;
- design improvements.

9. DIGITAL ACCESSIBILITY STANDARDS

The Company seeks to develop digital experiences that are usable by as many individuals as reasonably possible.

Accessibility considerations may include:

clear navigation;

readable information;

appropriate interface design;

support for different user needs;

compatible technology practices.

The Company may continue improving digital accessibility as technology standards evolve.

The Company recognizes that accessibility is an ongoing process rather than a one-time implementation.

10. ACCESSIBILITY FOR PERSONS WITH DISABILITIES

The Company recognizes that persons with disabilities may experience different barriers when accessing digital platforms, transportation services, professional services, and marketplace opportunities. Beagine is committed to supporting reasonable accessibility measures that allow persons with disabilities to participate in the Platform ecosystem as Users, Providers, Specialists, Professionals, distributors, partners, or other participants.

The Company acknowledges that disabilities may include:

- physical disabilities;
- visual impairments;
- hearing impairments;
- communication-related disabilities;
- mobility limitations;
- other conditions that may affect access or participation.

The Company does not assume that all persons with disabilities have the same needs. Accessibility support should be approached individually and respectfully.

Participants must not make assumptions about a person's ability, independence, professionalism, or suitability based solely on disability.

11. REASONABLE ADJUSTMENTS AND ACCESSIBILITY SUPPORT

Where reasonably practical, the Company may consider requests for adjustments intended to reduce accessibility barriers.

Examples of possible adjustments may include:

- alternative communication methods;
- additional service information;
- clearer instructions;
- support assistance;
- technology improvements;
- modified procedures where operationally possible.

The Company will consider requests based on:

- the nature of the request;
- available resources;
- safety requirements;
- technical limitations;
- legal obligations.

Accessibility support does not require the Company or participants to accept unreasonable risks, unlawful requests, or situations that cannot reasonably be accommodated.

12. COMMUNICATION ACCESSIBILITY SUPPORT

The Company recognizes that effective communication is important for safe and successful Platform interactions. Participants should make reasonable efforts to communicate clearly and respectfully.

Accessibility considerations may include:

- clear written communication;
- simple explanations where appropriate;
- alternative communication methods;
- patience during service interactions.

Providers should avoid dismissive or disrespectful communication toward Users who require additional communication support. Users should also respect Providers who may have communication limitations or accessibility needs.

13. LANGUAGE AND COMMUNICATION CONSIDERATIONS

The Company operates within Ghana's diverse linguistic environment and recognizes that communication needs may vary among participants.

The Company may consider language accessibility through:

- Platform interface improvements;
- customer support options;
- clear instructions;
- localized communication approaches.

Participants should communicate service requirements accurately and respectfully.

Language differences should not be used as a reason for unfair treatment where reasonable communication alternatives are available.

14. INCLUSIVE SERVICE DELIVERY EXPECTATIONS

Providers are expected to deliver services in a manner that respects individual dignity.

Inclusive service delivery includes:

- professional communication;
- respectful behaviour;
- reasonable consideration of accessibility needs;
- appropriate service boundaries.

Providers should not intentionally create barriers that prevent Users from receiving services because of personal characteristics.

Where a Provider cannot reasonably complete a service due to safety, qualification, or operational limitations, the Provider should communicate this professionally.

Beagine may review whether a refusal was based on legitimate reasons or discriminatory conduct.

15. PROTECTION OF VULNERABLE AND MARGINALIZED PERSONS

The Company recognizes that some individuals may experience increased risks of exclusion or unfair treatment.

This may include:

- persons with disabilities;
- elderly persons;
- persons requiring additional support;
- individuals experiencing accessibility barriers.
- The Company expects all participants to act with respect and avoid exploitation.

Participants must not:

- take advantage of vulnerability;
- withhold necessary information unfairly;
- use personal circumstances to intimidate or pressure others;
- engage in degrading treatment.

16. PREVENTING HARASSMENT, ABUSE, AND EXCLUSION

A safe and inclusive Platform requires respectful behaviour.

The Company prohibits:

- harassment;
- bullying;
- threats;
- humiliation;
- discriminatory comments;
- intimidation;
- deliberate exclusion.

This applies to:

- Platform messages;
- service interactions;
- reviews;
- ratings;
- support interactions;
- marketing activities.

Participants should understand that freedom of expression does not include the right to harm, threaten, or discriminate against others.

17. ACCESSIBILITY AND INCLUSION IN MARKETING AND PUBLIC COMMUNICATION

The Company aims to ensure that marketing and public communications reflect inclusive principles. Marketing materials will avoid harmful stereotypes, misleading representations, exclusionary messaging and discriminatory language. Beagine may consider accessibility when developing advertisements, public announcements, educational materials and platform information. The Company seeks to represent the diversity of individuals who participate in the Platform ecosystem.

18. TECHNOLOGY DEVELOPMENT AND ACCESSIBILITY IMPROVEMENT

The Company recognizes that technology can either reduce or create barriers.

When developing Platform features, the Company may consider accessibility factors including:

- interface usability;
- clarity of information;
- navigation simplicity;
- compatibility with assistive technologies;
- user feedback.

The Company may collect accessibility feedback to identify improvement opportunities.

Accessibility development may involve continuous testing, improvement, and adaptation.

19. REPORTING DISCRIMINATION OR ACCESSIBILITY CONCERNS

Participants are encouraged to report concerns involving:

- discrimination;
- harassment;
- accessibility barriers;
- unfair treatment;
- exclusion.

Reports should include available information such as:

- description of the concern;
- date and location;
- persons involved;
- supporting evidence where available.

The Company will review reports in accordance with applicable procedures.

Participants may submit concerns through approved Company support channels.

22. INVESTIGATION AND RESOLUTION PROCESS

Beagine takes accessibility, inclusion, and discrimination concerns seriously. Where a concern is reported, the Company may conduct a review to understand the nature of the complaint, the circumstances involved, the actions of relevant participants, available evidence and applicable Platform policies. An investigation may involve reviewing Platform records, examining communications, speaking with involved parties, requesting additional information and assessing whether policies were followed. We aim to handle concerns fairly while protecting the privacy and dignity of all involved individuals. Participants are expected to cooperate honestly during investigations. Providing false information, intentionally misleading investigators, or abusing reporting systems may result in enforcement action.

23. RESOLUTION AND REMEDIAL ACTIONS

Where the Company determines that accessibility or non-discrimination concerns have occurred, it may take appropriate corrective actions. Actions may include, education or guidance, warnings, additional training requirements, service restrictions, account limitations, removal from platform activities and termination of participation.

The Company may consider:

- the seriousness of the conduct;
- the impact on affected individuals;
- whether the conduct was intentional;
- previous violations;
- cooperation during review.

The Company may also implement broader improvements where a reported concern identifies a systemic issue.

24. TRAINING AND AWARENESS REQUIREMENTS

The Company recognizes that inclusion requires awareness and understanding across the Platform ecosystem.

The Company may provide information, guidance, or training relating to:

- respectful communication;
- accessibility awareness;
- professional conduct;
- non-discrimination principles;
- service responsibilities.

Training requirements may apply to:

- employees;
- Providers;
- Professionals;
- Specialists;
- distributors;
- partners.

The Company may update training materials as accessibility practices, laws, and community expectations develop.

25. MONITORING AND CONTINUOUS IMPROVEMENT

The Company may monitor accessibility and inclusion practices to identify opportunities for improvement. Monitoring activities may include, reviewing participant feedback, evaluating Platform features, assessing reported concerns, reviewing service experiences, conducting operational reviews. Feedback from Users, Providers, and other participants may assist in improving Platform accessibility and inclusiveness.

26. RELATIONSHIP WITH OTHER COMPANY POLICIES

This Policy forms part of the Company's broader legal and operational framework.

It should be read together with:

- Terms of Service;
- Terms of Use;
- Privacy Policy;
- Safety, Security and Emergency Response Policy;
- Community Standards and Code of Conduct Policy;
- other applicable policies which will be communicated.

A participant's obligations under this Policy may apply alongside obligations contained in other Company documents.

27. POLICY ENFORCEMENT

Failure to comply with this Accessibility, Inclusion and Non-Discrimination Policy may result in corrective action. The Company may take action where participants engage in discrimination, create accessibility barriers intentionally, harass or intimidate others, misuse reporting systems, violate inclusive conduct requirements. Enforcement actions may include, warnings, restrictions, suspension, termination, removal from Provider or distributor programs and other appropriate remedies. Beagine may take immediate action where conduct creates serious risks to participant safety, dignity, or Platform integrity.

28. POLICY UPDATES

The Company may update this Policy periodically to reflect changes in jurisdiction laws, accessibility standards, technology developments, community feedback, and operational improvements. Updated versions may replace previous versions once published. Participants are responsible for reviewing updated policies and continuing to comply with applicable requirements.

29. GOVERNING LAW

This Accessibility, Inclusion and Non-Discrimination Policy is governed by the laws of the Republic of Ghana.

The Company will interpret and apply this Policy consistently with applicable Ghanaian principles relating to equality, human dignity, disability inclusion, consumer protection, fair treatment.

30. FINAL ACCESSIBILITY AND INCLUSION COMMITMENT

The Company believes that a successful Platform is built on trust, respect, and equal opportunity.

Through this Policy, the Company confirms its commitment to:

- supporting accessible Platform participation;
- reducing unnecessary barriers;
- encouraging respectful interactions;
- protecting individuals from discrimination;
- promoting professional and inclusive service delivery.

Beagine recognizes that Users, Professionals, Specialists, Providers, distributors, and partners come from different backgrounds and may have different needs. A responsible marketplace must be designed to respect these differences while maintaining safety, professionalism, and fairness.

Accessibility and inclusion are not only operational goals. They are essential principles that guide how the Company builds technology, develops services, supports participants, and contributes to a more connected digital economy in Ghana.