



Accessibility- Statement of Organizational Commitment

Durisol is committed to providing an accommodating environment to all individuals (employees and clients), whatever their ability, ensuring all services are received in an accessible and timely manner. Durisol is also committed to maintaining current and effective processes by consulting with key stakeholders who will aid in the overall ability to enhance the accessibility to persons with disabilities.

Accessibility Policy

Durisol strives at all times to promote an equitable and diversified environment for our clients and employees. We believe in the importance of clearly defined, uniformly embraced values that guide the company in sustaining high quality and excellent service delivery. We are committed to meeting objectives and requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the accessibility needs of persons with disabilities with respect to Durisol programs, service’s and facilities in a timely manner.

Notice of Availability- Accessible Customer Service Policy

Durisol has an Accessible Customer Service Policy which is consistent with the principles of independence, dignity, integration and equal opportunity for people with disabilities. Our Custom Service Policy can be provided upon request, including provision in accessible formats by contacting hr@durisol.com or by calling 1-905-516-0969 and speaking with the HR Business Partner.

Accessibility Multi-Year Plan

Durisol is committed to the development and maintenance of the Multi-Year Accessibility Plan which outlines the company’s strategy to prevent and remove barriers impacting persons with disabilities in the areas of Customer Service, Employment, Information/Communications Technology, Transportation and the Design of Public Spaces where applicable. Our Accessibility Plan will be consistently under review until all objectives are carried out in accordance with the timeframes set out in the Integrated Accessibility Standard. In addition, the Accessibility Plan will be reviewed and updated at least once every five years. Copies of the Accessibility Plan can be provided in alternate format upon request.

Accessibility Training

We are committed to ensuring that employees receive training on the requirements of the Customer Service Standard and Integrated Accessibility Standard/. Training has



been designed to meet compliance requirements of the AODA and Durisol has incorporated this training requirement into its hiring practices to ensure that appropriate

employees complete the required training within a reasonable time of having accepted employment with Durisol.

Formats & Communication Supports

Durisol is committed to providing or arranging for the provision of accessible formats and communication supports for people with disabilities. If you require an accessible format or communication support please email hr@durisol.com or call 1-905-516-0969 to request from the HR Business Partner.

Accessibility Feedback Methods

Durisol Welcomes any feedback regarding the methods it uses to provide services to persons with disabilities and is committed to ensuring this process to all of our clients. Feedback regarding Durisol's provision of client service as it relates to this policy can be made by:

Email: hr@durisol.com

Telephone: 1-905-516-0969 to speak to the HR Business Partner

In writing:

Durisol Ltd.
Attn: HR Business Partner
70 Frid St. Suite #1
Hamilton, On L8P 4M4

Or by any other form of communication that takes into account the client's disability

Questions:

If you have any questions about accessibility at Durisol, please email hr@durisol.com or please call 1-905-516-0969 to speak with the HR Business Partner