

<b>POLICY NAME</b>	Accessibility Policy		<b>POLICY NO.</b>	DTI0004		
<b>EFFECTIVE DATE</b>	June 1, 2014	<b>DATE OF LAST REVISION</b>	January 12, 2025	<b>VERSION NO.</b>		2
<b>ADMINISTRATOR RESPONSIBLE</b>	Manager, Human Resources		<b>REVIEW DATE</b>	December 31, 2026		

## PURPOSE

The Accessibility for Ontario with Disability Act, 2005 (AODA) was designed to complement the Ontario Human Rights Code and help Ontario businesses identify, remove and prevent barriers for people with disabilities to ensure all Ontarian citizens right to be able to live independently is actualized.

## SCOPE

This policy applies to all full-time and part-time employees, contractors and volunteers of Diros Technology Inc.

## STATEMENT OF ORGANIZATIONAL COMMITMENT

Diros Technology Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed in ensuring that all people are treated in a way that allows them to maintain their dignity and independence including those faced with a disability. We believe in integration and are committed to meeting the needs of people with disabilities by removing and preventing barriers to accessibility in a timely manner.

Diros Technology Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that our obligation under the Accessibility for Ontario with Disability Act, 2005 (AODA) does not substitute or limit our obligations under the Ontario Human Rights Code or our obligations to people with disabilities under any other law.

Our commitment to Ontarians to provide our goods, services and access to our facilities in a way that respects the dignity, independence, integration and equality of all people ensures that we meet the requirements under the Accessibility of Ontarians with Disability Act and Ontario's accessibility laws.

## ACCESSIBLE CUSTOMER SERVICE PLAN

Diros Technology Inc. is not a generally opened to the public. However, in circumstances where the general public is required to come onto the premises, the following Accessible Customer Service Plan sets out the standards used to ensure that accessible and excellent customer service is provided to people with disabilities. The standards include but are not limited to:

1. Training
2. Assistive Devices
  - 2.1 Personal Devices
  - 2.2 Service Animals
  - 2.3 Support persons
3. Communication
  - d. Notice of disruptions
  - e. Feedback process
  - f. Notice of Availability of documents
  - g. Information
4. Employment
5. Changes to Existing Policies

## 1. TRAINING

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HR MANAGER	Debbie Sher	<i>Debbie Sher</i>	January 12, 2025

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- 1.1 We are committed to training all staff, contractors and volunteers in the Accessible Customer Service Plan, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
- 1.2 Our commitment is to ensure that all persons who participate in the developing of organization policies and who provide goods, services on behalf of our organization are fully trained in of the customer service standards as it relates to their specific roles and responsibilities.
- 1.3 Our training includes but is not limited to the following:
  - Purpose of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the Customer Service Standards
  - Our policies and procedures as it relate to the Customer Service Standards, including:
    - How to interact and communicate with people with various types of disabilities
    - How to interact with people that require the use of assistive devices
    - How to interact with people that required the use of a service animal or a support person
    - How to address situations where a person with a disability may have difficulty in accessing our facilities and/or the goods and services that we offer
    - How to use equipment and/or devices that are available on-site that help with providing our goods, services and use of our facilities to people with disabilities
- 1.4 Diros Technology Inc. trains every new employee, contractor and/or volunteer as soon as practicable after being hired and ensures that all employees, contractors and volunteers are provide training in respect of any changes to the policies and/or procedures.
- 1.5 All records of training are retained and include the dates to which the training was provided, the name of the employees and the number of individuals who participated in the training.

## 2. ASSISTIVE DEVICES

### 2.1 Personal Assistive Devices

- 2.1.1 People with disabilities are permitted to use their personal assistive devices when accessing our facilities.
- 2.1.2 In cases where the assistive devices present a significant and unavoidable health or safety concern, or may not be permitted for other reasons, other measures will be used to ensure that the person with a disability can access our facilities.
- 2.1.3 We ensure that our staff, contractors and volunteers are trained and familiar with various assistive devices that we have on-site or that may be used by individuals with disabilities.

### 2.2 Service Animals

- 2.2.1 Diros Technology Inc. welcomes people with disabilities and their service animal. Service animals are allowed on the parts of our premises that are available to the public and/or third parties.
- 2.2.2 For service animals that are not easily identified as such, our employees, contractors and volunteers may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- 2.2.3 A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest or when it helps a person perform certain tasks.

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- 2.2.4 A regulated health professional is defined as a member of one of the following colleges:
- College of Audiologists and Speech-Language Pathologists of Ontario
  - College of Chiropractors of Ontario
  - College of Nurses of Ontario
  - College of Occupational Therapists of Ontario
  - College of Optometrists of Ontario
  - College of Physicians and Surgeons of Ontario
  - College of Physiotherapists of Ontario
  - College of Psychologists of Ontario
  - College of registered Psychotherapists and Registered Mental Health Therapists of Ontario
- 2.2.5 If a service animal is prohibited by another law, Diros Technology Inc. will do the following to ensure people with disabilities can access our facilities, goods and services.
- Explain why the animal is excluded.
  - Discuss with the individual another way of providing access and/or use of the facility.

### 2.3 Support Persons

- 2.3.1 Any individual with a disability who is accompanied by a support person will be allowed to have that person accompany them to our facilities at no additional cost.
- 2.3.2 For circumstances where the accompanying individual is of the opposite sex and is required to assist in areas such as washrooms. Diros Technology Inc. will provide private access to a washroom to facilitate this requirement.
- 2.3.3 In certain cases, Diros Technology Inc. may require a person with a disability to be accompanied by a support person for the health or safety reasons of:
- The person with a disability
  - Others on the premises
- 2.3.4 Before making a decision, Diros Technology Inc. will:
- Consult with the person with a disability to understand their needs.
  - Consider health and safety reasons based on available evidence.
  - Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

If the organization determines that a support person is required, Diros Technology Inc. will waive any fees as outlined in section 2.5.1.

## 3. COMMUNICATION

- 3.1 Diros Technology Inc. will consider an individual's disability when communicating with them. This may include information shared in written, verbal or visual form.
- 3.2 Diros Technology Inc. will work with the person with the disability to determine what method of communication works for them.
- 3.3 In relations to invoices, Diros Technology Inc. will answer any question regarding the content of their invoices either in person, by telephone, email or any other format that they required. Invoices may be provided in alternative formats upon request.

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### 3.4 Notice of Disruptions

- 3.4.1 In the event of a planned or unexpected disruption to services or closure of the facilities, Diros Technology Inc. will notify employees, customers and the public promptly. The clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services available.
- 3.4.2 The notice will be made available in the following formats:
- Posted online on the website.
  - Available on the front door of the facility
  - Emailed to affected customers and employees.

### 3.5 Feedback Process

- 3.5.1 Diros Technology Inc. welcomes feedback on how we provide accessibility services within our facilities.
- 3.5.2 All feedback, including complaints will be directed to the Human Resources department and customers will receive a response to any inquires, complaints and/or request within ten (10) business days.
- 3.5.3 Feedback can be provided in the following ways:

	<b>Email:</b> <a href="mailto:accessibility@dirostech.com">accessibility@dirostech.com</a>
	<b>Mail or in Person:</b> 120 Gibson St. Markham, ON L3R 2Z3
	<b>Telephone:</b> (905) 415-3440 Ext.

### 3.6 Notice of Availability of Documents

- 3.6.1 Diros Technology Inc. notifies the public that documents related to accessible customer service are available upon request through the company website, with direct links to email addresses and phone number.
- 3.6.2 Diros Technology Inc. will provide these documents in an accessible format or with communication support, on request.
- 3.6.3 The Human Resources Representative will consult with the person making the request to determine the suitability of the format or communication support.
- 3.6.4 Diros Technology Inc. will provide the accessible format in a timely manner and at no additional cost.

### 3.7 Information

- 3.7.1 Diros Technology Inc. process for receiving and responding to feedback is outlined in section 3.5 and is available upon request.
- 3.7.2 When communicating with people who have disabilities, Diros Technology Inc. will consider their disability, and, if inquired, will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

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- 3.7.3 For all requests made, Diros Technology Inc. will consider the person's accessibility needs due to their disability and will ensure that the information is provided in a format accessible to them in a timely manner.
- 3.7.4 Diros Technology Inc. will provide such information at no additional cost and/or at a cost that is no more than the regular cost charged to other persons.
- 3.7.5 Diros Technology Inc. will consult with the person making the request to determine the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization will provide the requester with the following information:
  - An explanation as to why the information or communications are not convertible.
  - A summary of the unconvertible information or communications
- 3.7.6 Diros Technology Inc. utilizes a third party to meet the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario accessibility laws.

## 4. EMPLOYMENT

- 4.1. Diros Technology Inc. notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring process. Job applicants are notified when they are selected to participate in an assessment or selection process that accommodations are available upon request.
- 4.2. Human Resources consult with the applicants and provide or arrange for suitable accommodation.
- 4.3. Successful applicants are notified of policies related to accommodation for employees with disabilities when making offers of employment.
- 4.4. New employees are notified that supports are available for those with disabilities as soon as practicable after they begin their employment.
- 4.5. Diros Technology Inc. provides updated information whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility due to a disability.
- 4.6. Diros Technology Inc. consults with the employee when arranging for the provision of suitable accommodation as per our Accommodation Policy (DTI0005 – Accommodation Policy). Human Resources will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
  - Information that is needed for the employee to perform their job
  - Information that is generally available to employees in the workplace
- 4.7. Where needed, Diros Technology Inc. will provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, Diros Technology Inc. will provide workplace emergency information to a designated person who is aiding that employee during an emergency.
- 4.8. Diros Technology Inc. provides individualized workplace emergency response information as soon as practicable after we become aware for the need of the accommodation due to the employee's disability. Reviews will be conducted when:
  - The employee moves to a different location in the organization.
  - The employee's overall accommodations needs or plans are reviewed; and
  - During annual reviews of general emergency response policies.

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- 4.9. Diros Technology Inc. has written processes and policies to develop individual accommodation plans for employees, when they are required to be absent from work due to a disability and/or when requiring disability-related accommodations for returning to work.
- 4.10. Diros Technology Inc. performance management, career development and redeployment processes consider the needs of all employees.

## 5. CHANGES TO EXISTING POLICIES

- 5.1. Any policies set forth by Diros Technology Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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