



2.5 ACCESSIBILITY POLICY

In keeping with the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#), Colortech is committed to removing barriers that interfere with the provision of accessible and equitable treatment for people with disabilities to the use and benefit from our services and our workplace. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers. We are also committed to establishing a work environment that is inclusive of all individuals, and provide accommodation to employees with disabilities so that they can fully integrate into our workplace. We will meet the accessibility needs of persons with disabilities in a timely manner and using supports that are suitable, based on the needs of the individual.

The Company is committed to meeting its obligation under the AODA in respect of meeting the requirements of the Integrated Accessibility Standards ("IAS") to achieve the goal of creating a more accessible Ontario.

Plan

The following plan is established to meet the **Customer Service Standard**:

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or service provided by Colortech.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the individual.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at 8027 Dixie Road in Brampton, Colortech Inc. will notify customers promptly. A 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, if available. The notice will be placed at the site of the disruption to service or facility, and on our website.

Training

Colortech Inc. will provide training to employees who deal with the public or other third parties on our behalf.

Training will include:

- An overview of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#), and the requirements of the various standards
- Colortech's plan related to the standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing Colortech's goods and services.
- Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way Colortech provides goods and services to people with disabilities can email Human Resources or provide written or verbal feedback directly to employees. All feedback, including complaints, will be directed to the Human Resources Manager. Customers can expect to hear back in ten (10) working days.

Modifications to This or Other Policies

Any policy of Colortech that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

The following plan is established to meet the **Employment Standard**:

Colortech is committed to removing any barriers for our employees, or potential employees, in our work environment. We strive to provide accessibility throughout the job application process and during the tenure of employment for all individuals requiring accommodation for a disability. Accessibility will be provided, upon request, in the form of suitable accommodation that takes into account the applicant's or employee's accessibility needs.

Upon request by an employee with a disability, and following consultation with the employee making the request, Colortech will provide or arrange for the provision of accessible formats and communication supports for information that is needed in order for an employee to perform his or her job and for information that is generally available to employees in the workplace.

Colortech will provide individualized workplace emergency response information to employees with disabilities, if necessary, based upon the type of disability and if the Company is aware of the need for such accommodation. This will be provided as soon as practicable after becoming aware of the employee's needs. Individualized workplace emergency response plans will be reviewed if an employee is transferred to a new work location, when the individual's overall accommodation needs are reviewed, and when the Company reviews its general emergency response policies.

The following plan is established to meet the **Information and Communication Standard**:

Upon request, Colortech will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that take into account the individual's accessibility needs. The determination of appropriate accessible formats or supports will be made in consultation with the individual making the request.

Furthermore, Colortech will follow the Web Content Accessibility Guidelines (WCAG) for making web sites and web content more accessible for people with disabilities.

This policy and plan will be posted on our website at www.colortech.com and will be made available in an accessible format upon request. If other standards apply to Colortech in the future, this plan will be revised.

Colortech commits to reviewing and updating this plan regularly, at least once every five (5) years.