

Accessibility (AODA) Policy DCAN

Created by: Elena Schepis

Released by: Gareth Post (2026-07-31), Gunnar Falke (2026-07-27)



1. Purpose

Doka Canada Ltd. is committed to creating a fully inclusive and accessible environment for people with disabilities. We are committed to identifying, preventing and removing barriers to employment, goods and services and information in accordance with the *Accessibility for Ontarians with Disabilities Act* ("AODA") and its standards.

This policy outlines our commitment to:

- Provide our employees with equal opportunities for employment and career advancement.
- Deliver accessible goods and services to all customers.
- Ensure clear and accessible communication through all our platforms and materials.
- Identify and eliminate barriers in the physical work locations.
- Continue to improve our accessibility practices and standards.

Doka Canada Ltd. Also commits to reviewing and revising the accessibility policy every five years, as set out by the AODA.

2. Communication

We will communicate with all people with disabilities in ways that take into account their disability, including communications in person, via email, and telephone.

3. Providing Goods and Services to People with Disabilities

Doka is committed to excellence in serving all customers including people with disabilities. It will carry out its functions and responsibilities in the following areas:

3.1. Scope

The Doka Accessibility Policy ("the Policy") applies to all employees, managers, and customers of Doka Canada Ltd. who are engaged to provide our goods and services to the public on our behalf.

3.2. Assistive Devices

People with disabilities are welcome to use their own personal assistive devices to access or obtain our products and services. We will ensure that our staff is trained where applicable and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3.3. Billing

We are committed to providing accessible invoices to our customers. For this reason, invoices and delivery tickets will be provided in the following formats upon request: e-mail, and hard copy.

We will answer any questions that customers may have about their orders or the content of an invoice or delivery ticket in person, by telephone or via e-mail.

3.4. Service animals and support persons

We welcome people with disabilities and their service animals. People with disabilities who are accompanied by a service animal are allowed on the parts of our premises that are open to the public. Customers may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access our facility and services.

Any person with a disability who is accompanied by a support person will be allowed to enter our facility with his or her support person in areas that is open to the public. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3.5. Notice of Temporary Disruption

Doka will make a reasonable effort to provide customers with disabilities with a notice in the event of a disruption to services or access to facility usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services if available.

For planned disruption to services, will be communicated by email or letter.

For unexpected disruption, a notice will be placed at public entrances on our premises.

4. Training



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Doka will provide training to all applicable Ontario employees in Ontario's accessibility standards and the aspects of the Ontario Human Rights Code that relates to persons with disabilities as required by the AODA.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standards;
- Doka's plan related to the customer service 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;
- How to use alternative means that may help with providing goods or services to people with disabilities since we do not have assistive devices present on premises;
- What to do if a person with a disability is having difficulty in accessing our facility or services;
- Applicable staff will also be trained on Doka's policies, practices and procedures that affect the way goods and services are provided to people with disability. Staff will also be trained when changes are made to these policies, procedures and practices related to the customer service standards.

5. Employment

We notify employees, job applicants and the public that accommodations can be made during the recruitment and hiring processes and consult with applicants and arrange suitable accommodations.

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

5.1 Individual Accommodation Plans

Doka Canada will develop and maintain documented individual accommodation plans for employees with disabilities who require workplace accommodations.

The accommodation process will be unique to each individual, however will include:

- The participation of the employee requesting accommodation
- An assessment of the employee's accommodation needs, taking into account their individual circumstances and job requirements
- Consultation with the employee to identify appropriate measures
- The ability to request supporting medical or other expert information where necessary to determine the appropriate accommodations
- The protection of personal and medical information in accordance with applicable privacy requirements
- The provision of accommodation plans in accessible formats upon request
- Regular review and updating of accommodation plans to ensure they continue to meet the employee's needs
- Documentation of approved accommodation measures and any workplace emergency response information, where applicable.

Where an accommodation request cannot be fully accommodated, Doka Canada will communicate the reasons to the employee and will continue to explore alternative solutions where reasonable and appropriate.

This accommodation process will be administered in accordance with the AODA, IASR and the Ontario Human Rights Code.

6. Identifying, Removing and Preventing Barriers

Doka is committed to continually identifying, removing and preventing accessibility barriers in our facilities, services and communication methods. We will achieve this through a multi-step process:

- Regular Audits: we will conduct audits regularly to proactively identify communicational and informational barriers. These audits may include: seeking feedback from people with disabilities and reviewing our facilities, services and communication material using accessibility best practices.



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- **Prioritize and Action Plan:** based on the outcomes of the accessibility audits, we will prioritize the removal of barriers; including but not limited to developing clear action plans outlining the specific barriers to be addressed and assigning accountabilities and timelines.
- **Monitoring and Continuous Improvement:** we will monitor the effectiveness of our action plans and prevent new barriers from arising, involving, reviewing our policies and procedures, and updating our accessibility audits to reflect changes in the environment and legislation.

7. Feedback Process

Doka welcomes any feedback, comments, questions and/or concerns. Feedback can be submitted to:

supportbox.toronto@doka.com

Feedback, including complaints, will be directed to the Communications team of the AODA Committee.

A response can be expected within 30 days. We thank you in advance for your cooperation and feedback.

Note: Please notify us in advance if you require such documents in an alternative or accessible format other than written format.

8. Notice of Availability

Doka Canada Ltd. will notify the public that our policies required under the *Accessibility for Ontarians with Disability Act, 2005* are available upon request by posting a notice at the reception desk and on the website.

9. Modifications to this or other Policies

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