



Multi-Year Accessibility Plan

Created by: Elena Schepis

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

1. Statement of Commitment

Doka Canada is committed to identifying, removing, and preventing barriers for persons with disabilities. We are committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), and to fostering an inclusive and accessible workplace, customer experience, and work environment.

2. Purpose

This Multi-Year Accessibility Plan outlines the measures Doka Canada will take to prevent and remove barriers to accessibility and to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and its associated standards.

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, or more frequently if required due to legislative changes or organizational needs. This Multi-Year Accessibility Plan may be available in an accessible format, upon request.

3. Recruitment and Hiring

Doka Canada will:

- Notify job applicants that accommodations are available upon request throughout the recruitment, assessment, and selection process.
- Provide reasonable accommodations to applicants with disabilities during the recruitment, assessment, and selection process, upon request and in consultation with the applicant.
- Inform successful applicants of Doka Canada's policies and practices that support employees with disabilities.
- Notify employees of the availability of workplace accommodations and accessibility supports as soon as practicable after employment begins.
- Provide updated information to employees whenever there are changes to policies, practices, or procedures related to workplace accommodations and accessibility supports.
- Review recruitment and hiring practices periodically to identify and remove barriers to employment for persons with disabilities.

Timeline: Ongoing

4. Employee Accommodation and Support

Doka Canada will:

- Maintain a documented process for developing, implementing, and reviewing individual accommodation plans for employees with disabilities.
- Provide workplace accommodations that support employees in performing their job duties and fully participating in the workplace, where required and appropriate.
- Consult with employees requesting accommodations to identify suitable accommodation measures that meet their individual needs.
- Maintain a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work safely and effectively.
- Protect the confidentiality of employee disability-related information throughout the accommodation and return-to-work process.
- Review accommodation plans periodically and update them as required to reflect changing workplace responsibilities or accommodation needs.
- Consider accessibility needs and individual accommodation plans during performance management, career development, advancement, training opportunities, and redeployment activities.

Timeline: Ongoing

5. Workplace Emergency Response Information

Doka Canada will:

- Provide individualized workplace emergency response information to employees with disabilities where required.
- Review and update individualized emergency response information whenever an employee's accommodation needs change, their work location changes, or when the organization reviews its emergency response procedures.
- Provide workplace emergency response information to designated support persons, with the employee's consent, where assistance is required during an emergency.

Classification: Restricted



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- Incorporate accessibility considerations into emergency preparedness planning and response procedures.
- Maintain the confidentiality of employee disability-related information throughout the emergency response planning process.

Timeline: Ongoing

6. Accessible Formats and Communication Supports

Doka Canada will:

- Provide accessible formats and communication supports upon request and in a timely manner.
- Consult with individuals requesting accommodation to determine appropriate accessible formats and communication supports.
- Notify employees, customers and members of the public of the availability of accessible formats and communication supports.
- Provide workplace information in accessible formats, where required, to support employees with disabilities in performing their job duties and accessing workplace resources.
- Review communication methods and materials periodically to identify opportunities to improve accessibility and remove communication barriers.

Timeline: Ongoing

7. Feedback Processes

Doka Canada will:

- Maintain accessible processes for receiving, responding to, and addressing feedback regarding accessibility, customer service, and accommodation matters.
- Accept feedback through multiple methods, including email, telephone, and other accessible communication supports upon request.
- Provide accessible communication supports for the feedback process in a timely manner and in consultation with the individual making the request.
- Make information about the accessibility feedback process publicly available.
- Direct accessibility-related feedback and inquiries to supportbox.toronto@doka.com and respond within a reasonable timeframe.

Timeline: Ongoing

8. Internal Communications

Doka Canada will:

- Consider accessibility requirements when developing, distributing, and maintaining internal communications and workplace information.
- Encourage the use of accessible document formats, presentations, and communication materials where practical.
- Provide accessible formats and communication supports for workplace information upon request and in a timely manner.
- Promote accessibility best practices when creating electronic communications, training materials, and employee resources.
- Consider the diverse communication needs of employees when introducing new communication tools, platforms, and processes.

Timeline: Ongoing

9. Customer Service Standards

Doka Canada will:

- Provide accessible customer service to customers, visitors, suppliers, contractors, and members of the public.
- Ensure employees understand how to interact and communicate respectfully and effectively with persons with disabilities.
- Support the use of assistive devices, support persons, and service animals in accordance with applicable legislation and organizational policies.
- Provide accessible communication supports and information, upon request and in a timely manner.



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- Communicate temporary disruptions to facilities, services, or accessibility features, including information regarding alternative arrangements where available.

Timeline: Ongoing

10. Training

Doka Canada will:

- Provide training on the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code as it relates to persons with disabilities.
- Ensure accessibility training is provided to all employees of Doka Canada.
- Provide accessibility training to new employees as part of the onboarding process.
- Provide updated training whenever there are changes to accessibility legislation, policies, practices, or procedures.
- Maintain records of accessibility training, including the dates training was provided and the individuals who completed the training.
- Ensure supervisors and managers understand their responsibilities regarding accommodation, accessibility, and the development of inclusive workplace practices.

Timeline: Ongoing

11. Environment and Workplace Accessibility

Doka Canada will:

- Consider accessibility requirements when renovating, modifying, maintaining, or redesigning company-controlled workspaces.
- Identify and address physical and environmental accessibility barriers where reasonable and practicable.
- Incorporate accessibility considerations into workplace improvements, facility maintenance activities, and operational planning.
- Review emergency preparedness procedures and response measures to ensure accessibility needs are considered.
- Consider applicable accessibility standards and requirements when developing new workplace spaces or making significant modifications to existing facilities.

Timeline: Ongoing and as required

12. Accessible Procurement

Doka Canada will:

- Consider accessibility criteria and features when procuring or acquiring goods, services, facilities, technologies and self-service tools, wherever possible.
- Incorporate accessibility requirements into purchasing and vendor evaluation processes, where applicable.
- Assess new workplace technologies, communication platforms, software and equipment for accessibility impacts prior to implementation wherever feasible.
- Work with vendors and service providers to identify accessible solutions that support the needs of employees, customers, visitors and any other stakeholders with disabilities.
- Document reasons where accessibility criteria cannot be incorporated into procurement decisions due to impracticality or other legitimate business considerations.
- Promote accessibility considerations in future purchasing, facility improvement, operational initiatives to help prevent the creation of new barriers.

Timeline: Ongoing

13. Digital Accessibility

Doka Canada will:

- Consider accessibility requirements when developing, procuring, implementing or updating digital technologies, communication platforms, websites, online forms, software, and electronic documents.
- Strive to ensure that publicly available digital content is accessible to persons with disabilities and complies with applicable accessibility standards and legislative requirements.
- Provide accessible formats and communication supports for digital information upon request and in a timely manner, in consultation with the individual making the request.



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- Encourage the use of accessible best practices when creating electronic documents, presentations, communications and other digital materials.
- Consider accessibility features when selecting new software, systems and customer-facing technologies.
- Review digital accessibility requirements periodically and incorporate improvements as technology and accessibility standards evolve.

Timeline: Ongoing

14. Policy Review and Continuous Improvement

Doka Canada will:

- Review its Accessibility Policy and related procedures periodically and as required.
- Monitor legislative changes and update policies and practices as required.
- Continue to identify opportunities to improve accessibility across the organization.
- Consult employees and stakeholders when appropriate regarding accessibility initiatives.

Timeline: Ongoing