

1. Purpose

The accessibility plan outlines the policies and actions that Doka Canada Ltd. will put in place to improve opportunities for people with disabilities.

2. Statement of Commitment

Doka Canada Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility of Ontarians with Disabilities Act.

3. Opportunities

Doka Canada Ltd. will give people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

4. Policy Development and Availability

Doka Canada Ltd. will maintain its accessibility plan in a written format. It will be available to the public and will be provided in an accessible format if it is requested.

5. Multi-year Accessibility Plan

Doka Canada Ltd. will maintain its multi-year accessibility plan. The plan will be revised and updated at least once every five years. It will show our organization's commitment to removing barriers and preventing new ones. We will make it available to the public and provide it in an accessible format when required.

6. Information and Communication

Doka is committed to meeting the communication needs of people with disabilities. When providing information to, or communicating with, a person with disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work, in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Doka will ensure that feedback processes are accessible to people with disabilities upon request by contacting supportbox.toronto@doka.com

7. Accessible Emergency Information

Doka Canada Ltd. is committed to providing the customer with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

8. Training

Doka Canada Ltd. will provide training to employees and other staff members who provide services on behalf of our organization and to persons involved in developing policies for our organization on Ontario's

accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

9. Employment

Doka is committed to fair and accessible employment practices. Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management and career development processes will take into account the accessibility needs of its employees with disabilities.

10. Documented Individual Accommodation Plans

Our process for the development of documented individual accommodation plans includes:

- How we include the employee in the development of the plan
- How we consider the employee on an individual basis
- How we would proceed in getting a medical or other expert's opinion on the accommodation of the employee and at our own expense
- How other representatives or agents may or may not be involved
- How the employee's personal information will be protected
- How often the plan will be reviewed and how it will be done
- How the plan will be provided in a format that respects the individual's needs due to a disability

11. Return to Work Process

Our process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps we will take to facilitate the employee's return to work
- Use their individual accommodation plan – where it exists- as part of the process

12. Design of Public Spaces

Doka will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public Spaces include:

- Outdoor paths or travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Service- related elements like service counters and waiting areas

13. Service Disruption

In the event of a planned or unexpected disruption to service or facilities for customers with disabilities Doka will notify customers promptly. Planned disruption to services will be communicated to our customers by email or letter and will include information about the reason for the disruption, its anticipated length and a description of alternative facilities or services, if available. For unexpected disruption, a notice will be placed at public entrances on our premises.