



AODA Multi-Year Accessibility Plan

Intent

Difenda is committed to working towards full compliance with the accessibility standards outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and other related legislation. Difenda will take all appropriate action to ensure our policies and practices are fair and accessible.

Statement of Commitment

Difenda is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. This commitment involves delivering on our client service principles while also providing services in a way that respects the dignity and independence of people with disabilities. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Difenda is committed to:

- Treating every individual with respect and dignity
- Training our staff on the AODA and inclusive work practices
- Training our management team to ensure our recruitment processes and internal practices uphold diversity, inclusion, and accessibility
- Thorough review of our multi-year accessibility plan to ensure continuous improvement and development
- Complying and meeting all accessibility requirements under the AODA and other relevant legislation

Standard of Accessibility

Accessibility Policy

Difenda has developed, implemented, and maintained an Accessibility Policy which highlights our commitment and guidelines to creating a barrier-free workplace. The policy ensures that each level of our organization is inclusive and accessible. Policy review takes place annually to ensure ongoing compliance.

Training

Ensuring our staff is trained on inclusive and accessible work practices is a key value of Difenda. Therefore, Difenda provides its employees with training related to Accessibility Standards as well as Diversity and Inclusion to ensure these values are upheld. Specialized training has been identified and delivered to those in key roles to ensure all levels of our organization are providing fair and accessible service. Difenda has taken the following measures to ensure compliance:



DIFENDA

- Design training programs with flexibility to allow customization for the individual requirements of the employee
- Maintain a record of training participants names and dates of completion

Recruitment and Hiring

Difenda is committed to ensuring that our recruitment and selection processes are fair and accessible. Difenda has taken the following steps to ensure compliance:

- Train our hiring managers on best practices and how to ensure fairness in the recruitment process
- Provide candidates with reasonable accommodations during the interview and selection process
- Train hiring managers to evaluate experience and skills, without discriminating against candidates who have a disability or require an accommodation.

Communication

Difenda is committed to ensuring that our means of communication are accessible to all. Difenda has taken the following steps to ensure compliance:

- Provide or arrange for accessible formats and communication supports for employees, upon request.
- Consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.
- Where an assistive device is used, Difenda will reasonably accommodate the use of the device.

Emergency Response

If necessary or if requested, Difenda will create individualized workplace emergency response plans for employees with disabilities. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee. If an employee with a disability requires assistance from a support person during an emergency, Difenda will designate a fellow employee to act as such.

Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs, or plans are reviewed; or
- The company reviews general emergency response policies.

Accommodation

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration and



DIFENDA

participation, and barrier-free designs. Difenda will take the following steps to ensure compliance:

- Provide individual accommodations to support the needs of employees with disabilities.
- Design personalized accommodation plans to allow employees to contribute and participate in job related functions and activities to the best of their abilities.
- Take a collaborative approach with the employee and applicable professionals throughout the process

Return to Work

Difenda is committed to a supportive return-to-work program and will develop and implement return-to-work processes for employees who are absent from work due to a disability and require accommodations in order to return to work. Difenda will:

- Work with the employee to develop an individualized return-to-work plan
- Support the employee in the transition period by addressing any barriers.
- If an employee cannot be accommodated in their current position, even with accommodations to either the job processes or hours, Difenda will consider redeployment by placing the employee in an alternative position within the company.
- Where a necessary accommodation is found to cause undue hardship on the organization, Difenda will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

Customer Service

Difenda is committed to customer service excellence. Difenda will ensure excellent customer service is provided through the following:

- Provide barrier-free access to the company's goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of the company's ability.
- If a customer with a disability is accompanied by a support person, Difenda will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.
- Difenda will do its best to provide accessible types of communication and information to all individuals with disabilities.
- In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.
- Difenda will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.



Emergency Notifications

Difenda will provide emergency and public safety information, plans and procedures, maps and warning signs at evacuation points, and any other emergency alert information, in accessible formats or with appropriate communication supports, upon request.

The company will:

- Work with any individuals requesting information and see how to best meet their needs.
- Ensure emergency information can be seen, read, and heard by anyone, including people with disabilities.
- If a person with a disability requires assistance from a support person in case of an emergency, make sure an employee is available to act as such.

Conclusion

Difenda is committed to the prevention, identification, and removal of accessibility barriers. The Multi-Year Accessibility Plan will be actively monitored and updated by our Human Resources department. Accessibility is everyone's responsibility and at Difenda, we will ensure that this is incorporated into all aspects of our business.

For more information on this accessibility plan, please contact:

Difenda Inc.

1375 North Service Rd E, Suite 102

Oakville, ON L6H 1A7

Email: HR@difenda.com

Phone: 1.866.252.2103

Standard and accessible formats of this document are available free upon request.