



Accessibility for Ontarians with Disabilities Act (AODA) Policy

1. Statement of Commitment Tilco Electric Ltd. is committed to providing accessible services to all clients, including individuals with disabilities. We strive to meet the needs of our diverse clientele by ensuring equal opportunities and removing barriers to access our services.

2. Responsibility Assignment Our commitment to AODA compliance involves every member of our team. Our Health & Safety team is responsible for overseeing and implementing our accessibility initiatives.

3. Customer Service Standards We are dedicated to delivering excellent customer service to all individuals. Our staff is trained to communicate effectively, accommodate assistive devices, and address the specific needs of customers with disabilities.

4. Information and Communications We are committed to providing accessible information to our clients. Upon request, we will provide documents and communications in accessible formats.

5. Employment Standards We provide a supportive and inclusive work environment for our employees. Reasonable accommodations are made for employees with disabilities, and we offer accessibility training to all staff members.

6. Built Environment Our physical locations are designed to be accessible. This includes accessible entrances, pathways, work areas, and facilities such as washrooms.

7. Training We conduct regular training sessions to educate our employees about AODA requirements, ensuring they understand how to implement these standards in their roles.

8. Documentation and Compliance We maintain documentation of our policies, procedures, and staff training related to AODA. Regular internal audits are conducted to ensure ongoing compliance with AODA regulations.

9. Feedback Mechanisms We welcome feedback from both clients and employees regarding our accessibility initiatives. This feedback is used to improve our services continually.

Contact Information For inquiries, comments, or to request accessible formats of our documents, please contact Health & Safety at safety@tilco.ca

Date of Policy Review This policy will be reviewed annually or as needed to ensure it remains current and aligned with AODA standards.