

## ACCESSIBILITY POLICY

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible by 2025, by creating and enforcing accessibility standards. These standards are ruling that businesses and organizations in Ontario must follow to identify, remove, and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. Standards address key areas of daily life, such as customer service, information and communications, and employment. Several accessibility standards are contained in one regulation under the AODA called the Integrated Accessibility Standards Regulation (O. Reg. 191/11), also known as the IASR.

### The IASR is now law.

To ensure support for and compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and relevant regulations, **Viana Roofing & Sheet Metal Ltd** will make every reasonable effort to ensure that it provides accessible customer service to people with various kinds of disabilities and respects the core principles on independence, dignity, integration, and equal opportunity, as defined herein.

When you think about accessibility, there are both visible and non-visible barriers. Structural barriers such as stairs or doorways often come to mind first, but sometimes a certain process or policy can create barriers unintentionally. Or providing information in a format that may not be accessible to everyone can create a barrier. Attitudinal barriers can be based on stereotypes or lack of understanding, but they are within our power to change.

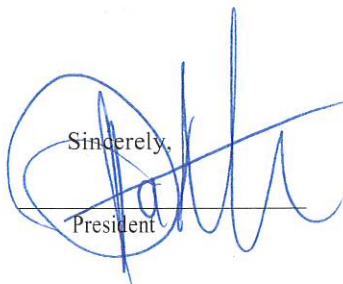
### References in this policy will be as follows:

a Reg. 191/11 — Integrated Accessibility Standards Regulation O. Reg. 429/07 — Accessibility Standards for Customer Service

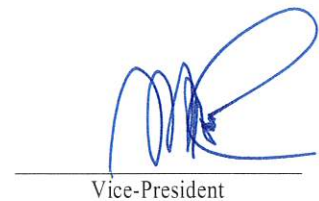
Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 **Monitoring & Reviewing Progress**

To measure the success of this accessibility plan, **Viana Roofing & Sheet Metal Ltd** will consider checking its progress every 12 months, or more so if deemed necessary.

We will review and update the accessibility plan at least once every five years and will be posted. Reviewing the plan prior to reporting it to the government will give our organization the opportunity to see what it has accomplished and what the organization still needs to do

Sincerely,  
  
President

  
Co-chair Employee

  
Vice-President