



Statement of Commitment to Accessibility

Fraser Direct is committed to providing our goods and services and maintaining our employment practices in a way that respects the dignity and independence of people with disabilities. To the best of our ability, we are committed to providing a barrier-free environment for our clients, customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our services.

Approximately 2.6 million (15.4%) Ontarians live with a disability. As the population grows older, this number will also increase. Of this 15.4%, 4.8% report a mental health or addiction disability, and 10.6% report other disabilities. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and the Ontario Human Rights Code.

For everyone who uses our services and as we conduct our business, our companies are committed to accessibility in a way that respects the dignity and independence of people with disabilities, providing equal opportunities. We recognize it is also a legal obligation. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, programs, training for employees, and best practices.

We are committed to reviewing and incorporating the following information within our policies and practices once a year, at a minimum:

- Legislation regarding the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Statement of Commitment to Accessibility.
- Multi-Year Accessibility Plan.
- Accessible communication methods and alternate formats.
- Accessibility Policy training procedures, timing, and suitability.
- Accessible employment practices such as recruitment and hiring.
- Individualized emergency response plans, accommodation plans, and return-to-work plans for employees with disabilities.
- Accessible customer service standards, including customer communication, personal assistive devices, service animals, support persons, and notification of temporary disruptions.
- Accessible websites and web content.
- Accessible feedback methods and response procedures.
- Accessible public spaces and transportation, as relevant to our facilities.
- Compliance requirements and policy review.

Fraser Direct realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen.

We encourage and require each of you to familiarize yourselves with the AODA requirements relevant to your roles and responsibilities. Let us all be champions of inclusivity, ensuring that Fraser Direct is a place where diversity is celebrated, and everyone can thrive.

To give feedback or to learn more detailed information on our accessibility policies, plans, and training programs, please write to AODA@fraserdirect.ca or visit www.fraserdirect.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Victoria Fraser". The signature is fluid and cursive, with a long horizontal stroke at the end.

Victoria Fraser
Vice President – Human Resources