

Accessibility- Statement of Organizational Commitment

Ekho Infrastructure Solutions is committed to providing an accommodating environment to all individuals (employees and clients), whatever their ability, ensuring all services are received in an accessible and timely manner. Ekho is also committed to maintaining current and effective processes by consulting with key stakeholders who will aid in the overall ability to enhance the accessibility to persons with disabilities.

Accessibility Policy

Ekho strives at all times to promote an equitable and diversified environment for our clients and employees. We believe in the importance of clearly defined, uniformly embraced values that guide the company in sustaining high quality and excellent service delivery. We are committed to meeting objectives and requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the accessibility needs of persons with disabilities with respect to Ekho programs, service’s and facilities in a timely manner.

Notice of Availability- Accessible Customer Service Policy

Ekho has an Accessible Customer Service Policy which is consistent with the principles of independence, dignity, integration and equal opportunity for people with disabilities. Our Custom Service Policy can be provided upon request, including provision in accessible formats by contacting kgreenland@ekhois.com or by calling 905-818-8664 and speaking with the Director of HR.

Accessibility Multi-Year Plan

Ekho is committed to the development and maintenance of the Multi-Year Accessibility Plan which outlines the company’s strategy to prevent and remove barriers impacting persons with disabilities in the areas of Customer Service, Employment, Information/Communications Technology, Transportation and the Design of Public Spaces where applicable. Our Accessibility Plan will be consistently under review until all objectives are carried out in accordance with the timeframes set out in the Integrated Accessibility Standard. In addition, the Accessibility Plan will be reviewed and updated at least once every five years. Copies of the Accessibility Plan can be provided in alternate format upon request.

Accessibility Training

We are committed to ensuring that employees receive training on the requirements of the Customer Service Standard and Integrated Accessibility Standard/. Training has been designed to meet compliance requirements of the AODA and Ekho has incorporated this training requirement into its hiring practices to ensure that appropriate

employees complete the required training within a reasonable time of having accepted employment with the Ekho Infrastructure Solutions group of companies.

Formats & Communication Supports

Ekho is committed to providing or arranging for the provision of accessible formats and communication supports for people with disabilities. If you require an accessible format or communication support please email kgreenland@ekhois.com or call 905-818-8664 to request from the Director of HR.

Accessibility Feedback Methods

Ekho welcomes any feedback regarding the methods it uses to provide services to persons with disabilities and is committed to ensuring this process to all of our clients. Feedback regarding Ekho's provision of client service as it relates to this policy can be made by:

Email: kgreenland@ekhois.com

Telephone: 905-818-8664 to speak to the Director of HR

In writing:

Durisol Ltd.
Attn: Director of HR
45 Frid St. Suite #1
Hamilton, On L8P 4M3

Or by any other form of communication that takes into account the client's disability

Questions:

If you have any questions about accessibility at Ekho, please email kgreenland@ekhois.com or please call 905-818-8664 to speak with the Director of HR