

## Accessibility Policy

This policy has been established by Terrapure Environmental to govern the provision of services under Ontario Regulation 191/11 or “Integrated Accessibility Standards” and to support the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

These standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communication and employment, and to help support the goal of making Ontario accessible by 2025.

### Statement of Commitment

Terrapure Environmental (“Terrapure”) is committed to excellence in serving all customers, including persons with disabilities. We strive to provide our goods, services and employment opportunities in a manner that respects the dignity and independence of everyone.

We are committed to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place and in a similar way, as all customers.

### Principles

Terrapure will meet the needs of persons with disabilities based on the following principles:

- Dignity – Service is provided in a way that allows individuals to maintain self-respect and the respect of others
- Independence – Service is provided in a way that allows individuals to do things on their own without unnecessary help or interference from others
- Integration – Service is provided in a way that allows individuals to benefit from equivalent services, in the same place, and in the same or similar way as other individuals
- Equal Opportunity – Service is provided to individuals in a way that allows for equal access to our services
- Reasonable Efforts – Terrapure will meet the required needs of the individual

### Accessibility Plan

Terrapure will develop, maintain and document an Accessibility Plan outlining the Company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be posted on the Company website and the Terrapure Intranet. It will also be reviewed and updated at least once every five years. Upon request, we will provide a copy of the Accessibility Plan in an assessable format.

## Training

Terrapure will ensure that training is provided to all Ontario employees about the regulation, as well as the Ontario Human Rights Code as it relates to persons with disabilities.

Employees will be trained when changes are made to the Accessibility Policy. New employees will be trained as part of the onboarding program.

## Information and Communication

### *Feedback*

Terrapure will ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

### *Accessible Format and Communication*

Upon request, Terrapure will provide or make arrangements for accessible formats and communication supports for persons with disabilities in a timely manner and in a manner which takes into account the person's individual accessibility needs relating to disability.

### *Accessible Website and Web Content*

Terrapure will ensure that the website, including web content, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and Level AA as required.

## Employment Standard

### *Recruitment and Selection*

Terrapure will notify employees and the public about the availability of accommodations for job applicants who have disabilities.

Terrapure will notify those individuals who have been selected for an interview or for an assessment as part of the screening process that accommodations for persons with disabilities are available upon request.

### *Performance Management & Career Development*

Terrapure will take into consideration the accessibility needs of our employees with disabilities when conducting performance management and when providing opportunities for career development and advancement.

### *Individual Accommodation Plans*

Terrapure will develop and make available a written process for developing and documenting individual accommodation plans for employees with disabilities.

### *Workplace Emergency Response*

Terrapure will provide individualized workplace emergency response information to employees with disabilities if the disability makes it necessary to provide individualized plans.