



AODA Policy – Shortened Version

Our Commitment to Accessibility

HYDMECH is committed to providing equal access and participation opportunities for individuals with disabilities. We strive to treat people with disabilities in a manner that preserves their dignity and independence. Our belief in integration drives us to meet the needs of individuals with disabilities, ensuring they can access our products, services, and facilities without obstacles.

We will train all our staff and others who interact with the public to comply with our accessibility obligations under the Accessibility for Ontarians with Disabilities Act, 2005, the customer service standard requirements, and the Ontario Human Rights Code.

Assistive Devices

Individuals with disabilities are welcome to use their personal assistive devices when accessing our goods, services, or facilities. If an assistive device poses a significant and unavoidable health or safety risk, alternative solutions will be explored. We will ensure our employees are knowledgeable and trained regarding various assistive devices available on-site or provided for customers with disabilities.

Support Persons

Support persons are encouraged to accompany individuals with disabilities while on our premises.

Service Animals

We welcome individuals with disabilities and their service animals on our premises, except in areas prohibited by law or due to safety concerns.

Emergency Procedures

In the event of an emergency, if you require accommodation, please inform your HYDMECH contact that you need support, and every effort will be made to ensure appropriate plans are established.

Communication

HYDMECH will collaborate with individuals with disabilities to communicate information in formats that best suit their needs.

Feedback Process

HYDMECH shall provide customers with disabilities the opportunity to provide feedback on the customer service provided to them, to help us identify opportunities for improvement and respond to concerns. Feedback may be provided verbally (in person or by telephone) or written (sent by mail or email). Customers can submit feedback to the HR Department by calling (519) 537-2103 or emailing hr@hydmech.com. A copy of the complete HYDMECH AODA policy is available upon request. Please reach out to the HR Department if you would like a copy, as well as indicating your preferred format.

A handwritten signature in blue ink, appearing to read "Fausto Cacciapuoti".

Fausto Cacciapuoti
CFO
HYDMECH Canada Corp.

January 1, 2025