



ACCESSIBILITY POLICY AND MULTI-YEAR PLAN

Statement of Commitment

Creighton Rock Drill Ltd is dedicated to creating and maintaining an inclusive and accessible environment for all individuals, including those with disabilities. We believe in treating all individuals with dignity and respect, ensuring equal opportunities. This Accessibility Policy and Multi-Year Plan reflect our commitment to meeting or exceeding the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), including preventing and removing barriers to accessibility.

Business Case for Accessibility

In alignment with our core values, Creighton Rock Drill Ltd recognizes the importance of inclusivity and accessibility as essential to our business strategy. Prioritizing accessibility enables us to better serve diverse communities, attract and retain talented employees, and strengthen our competitive advantage.

Accessibility Plan and Goals

Creighton Rock Drill Ltd is committed to achieving full accessibility by 2025, as mandated by the AODA. Our multi-year plan outlines a comprehensive strategy to identify, prevent, and remove barriers to accessibility across our operations. The plan will be reviewed and updated every five years to reflect changes in legislation, organizational practices, and evolving accessibility needs.

Barrier Assessment Methodology

In collaboration with stakeholders, including employees with disabilities, Creighton Rock Drill Ltd conducted an assessment of barriers to accessibility. These barriers include physical, attitudinal, informational, systemic, and technological factors that impact full participation.

Strategies and Actions

1. Customer Service:

We are committed to providing accessible customer service, ensuring equitable access to all goods, services, and facilities. If telephone communication does not meet the needs of a person with disabilities, CRD will offer to communicate through mail and email.

2. Information and Communications:

Creighton Rock Drill will ensure that all publicly available information is accessible upon request and will continuously review the information it provides to the public. The company will assess if any content could be difficult for individuals, including those with disabilities, to read, see, hear, or understand, and will establish procedures to provide alternative formats promptly..

3. Employment:

Our company is dedicated to fair and inclusive employment practices, with a goal to expand opportunities for individuals with disabilities by 2026. The Company will continuously assess and update recruitment policies, job descriptions, processes, and communications as necessary to align with the requirements outlined in the Accessibility for Ontarians with Disabilities Act.

4. Training and Awareness:

Comprehensive training on accessibility laws and inclusive leadership will be provided to foster a culture of diversity, equity, and inclusion, to be fully implemented by 2025. As part of onboarding for all new hires in Ontario, training includes (i) the Ontario Human Rights Code and (ii) the “Welcoming Customers with Disabilities” eLearning courses available on the Company’s learning management system, delivered in a manner that best meets the needs and responsibilities of our associates.

5. Design of Public Spaces:

We will meet accessibility standards in the design and renovation of public spaces, ensuring compliance with applicable laws by 2025.

Feedback and Continuous Improvement

We welcome feedback from individuals with disabilities, employees, and other stakeholders. This feedback is used to identify areas for improvement and enhance our accessibility initiatives.

Inquiries about this policy

This policy aims to ensure excellent customer service for people with disabilities. For any questions about the policy or if the purpose is unclear, inquiries should be directed to the Creighton Rock Drill Company.

Responsibilities

The Human Resource Manager, designated as the Accessibility Coordinator, oversees the implementation of this policy and coordinates accessibility initiatives.

Contact Information

For questions, feedback, or requests related to accessibility, please contact:

Ansa Siddiqui, Human Resource Manager

Email: ansa@creightonrock.com

Phone: **905-673-8200**