AODA Statement of Commitment

ProScan Media Products Ltd. is committed to fulfilling our requirements under *the Accessibility for Ontarians with Disabilities Act, 2005* **(AODA)** and the *Integrated Accessibility Standards* Regulation (IASR). We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

1. Our Commitment

We believe in equal opportunity, dignity, independence, and integration for people with disabilities. We are dedicated to meeting the needs of individuals with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility wherever possible.

2. Customer Service Standard

ProScan Media Products Ltd. welcomes people with disabilities and their service animals or support persons. We ensure that:

- Personnel are trained and familiar with various assistive devices that may be used by customers with disabilities.
- Service animals are allowed in all parts of our premises that are open to the public.
- Support persons accompanying a person with a disability are welcome on our premises. Standard admission or service fees (if applicable) will be communicated in advance.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly via posted notices at our entrance, our website or social media, including information about the reason for the disruption, its anticipated duration, and alternative facilities or services available.

3. Information and Communications Standards

We are committed to meeting the communication needs of people with disabilities. Upon request, we will provide our public information and communication materials in accessible formats or with communication supports, at no extra cost, in a timely manner that takes into account the person's disability.

Our website and web content conform to **WCAG 2.0 Level AA** requirements as mandated by AODA standards.

4. Employment Standards

ProScan Media Products Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We accommodate people with disabilities throughout the employment lifecycle.

5. Feedback Process

We welcome feedback on how we provide our goods, services, or facilities from a perspective of accessibility. Feedback helps us identify barriers and improve our services.

- You can submit feedback:
    - **In person or by mail:** 234 Clements Road W., Units 7 – 8, Ajax, ON L1S 3K5
    - **Phone**: 905-426-1338
    - **Email:** contact@proscanmedia.ca
- All feedback will be reviewed by the Management Team, and individuals can expect an acknowledgment of feedback within 7 business days. Accessible formats and communication supports are available upon request.

6. Modifications to This or Other Policies

Any policy of ProScan Media Products Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.