

Statement of Commitment

The Management of Cementation Canada Inc. is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard.

Our organization has committed to accessibility for everyone who uses our services. Our organization has a responsibility to ensure a safe, dignified, and welcoming environment for everyone. We are committed to our organization's compliance by informing employees, incorporating procedures, training for designated employees, and best practices. We will review these practices on an ongoing basis.

At Cementation employees will be made aware of our commitment and designated employees will receive training on the following:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Customer service standards.
- Communicating with people with various forms of disabilities.
- Assistive devices, mobility aids, service animals, and support persons.
- Notices of service disruptions (temporary or long-term).
- Cementation's relevant policies and procedures regarding accessibility.

Feedback from clients/customers, employees, job applicants, suppliers, visitors, and other stakeholders is welcome through our internal confidential Employee Hotline or via our designated employees (in-person, telephonically, or in writing).

For a full description of the company's commitment to accessibility, please refer to Cementation's Accessibility Standard.

Penny English

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Director HR – Cementation Americas
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