ESA Accessibility Policy & Multi-Year Accessibility Plan (2026–2031)

ESA Acoustics & Drywall Ltd. · Draft prepared November 20, 2026 · Prepared under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR)

Accessibility Policy

1. Statement of Commitment

ESA Acoustics & Drywall Ltd. ("ESA") is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, by preventing and removing barriers to accessibility and by meeting our requirements under the AODA, the IASR and the Ontario Human Rights Code.

2. Scope

This policy applies to all ESA employees, including office and field staff, and to volunteers, agents, contractors and any other persons who provide goods, services or facilities on ESA's behalf.

3. Accessible Customer Service

ESA provides goods, services and facilities to people with disabilities in a way that respects their dignity and independence and gives them the same opportunity to access them as others. We will:

- Communicate with people with disabilities in ways that take their disability into account.
- Welcome service animals wherever the public has access to our premises. Where it is not readily apparent that an animal is a service animal, we may ask for documentation from a regulated health professional.
- Welcome support persons, who may stay with the person they accompany at all times.
- Permit people to use their own assistive devices to obtain, use or benefit from our goods and services.
- Give notice of temporary disruptions to facilities or services that people with disabilities rely on, including the reason, the expected duration and any alternatives available.
- Train all staff who deal with the public or help develop our customer service policies.

4. Information and Communications

ESA will, on request, provide information and communications in accessible formats or with communication supports, in a timely manner and at no additional cost. We will consult with the person making the request to determine a suitable format or support. We will also provide publicly available emergency and public safety information in an accessible format on request, and we will make our website and web content accessible.

. Employment

ESA is committed to fair and accessible employment practices. We will:

- Notify the public and employees that accommodation is available for applicants with disabilities during recruitment, and include this notice in job postings.
- Notify applicants selected for assessment that accommodation is available, and consult with them on suitable accommodation when requested.
- Notify successful applicants of our accommodation policies when making a job offer.
- Inform employees of our policies that support employees with disabilities, including job accommodation, and update employees when those policies change.
- Provide job and workplace information in accessible formats or with communication supports on request.
- Provide individualized workplace emergency response information to employees with disabilities who need it, including on job sites, and review it when the employee moves to a different location, when their accommodation needs change, and when ESA reviews its general emergency policies.
- Maintain a written process for developing documented individual accommodation plans.
- Maintain a documented return-to-work process for employees absent because of a disability who need disability-related accommodation to return.
- Take accessibility needs and individual accommodation plans into account in performance management, career development and advancement, and redeployment.

6. Training

ESA will train all employees on the accessibility standards and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be appropriate to each person's duties, provided as soon as practicable after they start, and repeated or updated when our accessibility policies change.

ESA may use free provincial resources to deliver the training, including AccessForward (accessforward.ca) for the IASR standards and "Working Together: The Code and the AODA" (ohrc.on.ca) for the Human Rights Code. ESA will keep a record of the training provided, including the dates and the number of people trained.

7. Feedback

ESA welcomes feedback on how we provide goods, services and facilities to people with disabilities. Feedback may be given in person, by phone, in writing or by email to:

Nina Kotajarvi, Controller ESA Acoustics & Drywall Ltd. Email: nina@esadrywall.ca

We will acknowledge feedback and respond, and we will take action on complaints. Accessible formats and communication supports for giving feedback are available on request. Information about this feedback process is available to the public.

8. Availability and Format

This policy is publicly available at our website (https://www.esadrywall.ca/) and on request from the contact above. We will provide it in an accessible format, or with communication supports, on request and in a timely manner.

9. Procurement, Self-Service Kiosks and Review

ESA does not currently operate self-service kiosks. If we design, procure or acquire one, we will have regard to accessibility for people with disabilities. ESA will review this policy at least every five years and whenever the law or our operations change.

Multi-Year Accessibility Plan (2026–2031)

ESA Acoustics & Drywall Ltd. strives to meet the needs of its employees and customers with disabilities and is working to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the AODA and the IASR. This plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

This plan is reviewed and updated at least once every five years. We train every person as soon as practicable after they are hired and provide training when our policies change, and we maintain records of the training provided, including the dates and the number of people trained.

Customer Service

ESA is committed to providing goods, services and facilities to people with disabilities with the same quality and timeliness as others.

Action	Target
Train new staff on accessible customer service as they are hired	Ongoing

Information and Communications

ESA is committed to making our information and communications accessible to people with disabilities.

Action	Target
Provide accessible formats and communication supports on request, and provide emergency and public safety information in accessible formats on request	Ongoing from Q4 2026

Employment

ESA is committed to fair and accessible employment practices.

Action	Target
Add accommodation notices to job postings, assessment invitations and offer letters	Ongoing
Document the individual accommodation plan process and the	Ongoing

Action	Target
return-to-work process	
Provide individualized workplace emergency response information to employees who need it, including for job sites	Ongoing
Inform employees of accommodation policies and consider accessibility needs in performance management, career development and redeployment	Ongoing upon hire and upon policy changes

Training

ESA is committed to training on Ontario's accessibility laws and the Human Rights Code as they apply to people with disabilities.

Action	Target
Keep log of who was trained, the dates and the number of people trained	Ongoing from Q1 2027
Train new hires as soon as practicable after they start, and retrain when policies change	Ongoing from Q1 2027

Self-Service Kiosks

ESA does not currently use self-service kiosks. If ESA designs, procures or acquires one, it will have regard to accessibility for people with disabilities.

Procurement, Design of Public Spaces and Transportation

These standards do not currently apply to ESA's operations. ESA will review them if its operations change, for example if it builds or redevelops a public-facing office or showroom.

Plan Review

Action	Target
File the AODA Accessibility Compliance Report	next report by December 31, 2029
Review and update this plan	By 2031

For More Information

For more information on this accessibility plan, please contact Nina Kotajarvi, Controller, at nina@esadrywall.ca or (905) 953-8999.

Our accessibility plan is publicly posted at www.esadrywall.ca.

Standard and accessible formats of this document are free on request from Nina Kotajarvi at nina@esadrywall.ca or (905) 953-8999.