Accessibility
Policy & Statement of Commitment

Statement of Commitment
Terlin is committed to providing an accessible and inclusive environment for people with disabilities. We are committed to treating people with disabilities in a manner that respects their dignity and independence and supports integration and equal opportunity. We will identify, prevent and remove accessibility barriers and meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, and the Ontario Human Rights Code.

Training
Terlin provides accessibility training, appropriate to each person's duties, to employees, volunteers, persons who participate in developing our policies, and other persons who provide goods, services or facilities on our behalf, as required by the AODA and IASR. Training is provided as soon as practicable and when applicable accessibility policies or practices change.

Accessible Information, Communications and Feedback
Terlin is committed to communicating with people with disabilities in ways that take their accessibility needs into account. Upon request, we will provide or arrange for accessible formats and communication supports in a timely manner and at a cost that is no more than the regular cost charged to others, if any. We will consult with the person making the request to determine the suitability of the accessible format or communication support.

Our feedback process is accessible. Accessible formats and communication supports are available upon request. Feedback about accessibility, including the manner in which we provide goods, services or facilities to people with disabilities, may be directed to HR hr@terlin.ca. We will review and respond to accessibility feedback and complaints as appropriate.

Employment
Terlin is committed to fair and accessible employment practices. We notify applicants that accommodation is available during recruitment and selection and consult with applicants who request accommodation to determine a suitable accommodation. Successful applicants are notified of our policies for accommodating employees with disabilities. We also support employees with disabilities through accessible information and communication supports, documented individual accommodation plans, individualized workplace emergency response information where required, and return-to-work processes, as applicable.

Design of Public Spaces
Where applicable, Terlin will meet the Accessibility Standards for the Design of Public Spaces when newly constructing or redeveloping public spaces covered by the IASR. We will also maintain accessible elements as required and address temporary disruptions when accessible elements are not in working order.

Multi-Year Accessibility Plan
Where required under the IASR, Terlin maintains a Multi-Year Accessibility Plan outlining our strategy to prevent and remove barriers and meet accessibility requirements. The plan is reviewed

and updated at least once every five years, posted on our website where required, and provided in an accessible format upon request.

Accessibility Documents and Contact

Our accessibility policies, Multi-Year Accessibility Plan and other documents required under the AODA/IASR are available in an accessible format upon request. For accessibility questions, feedback, requests for accessible formats or communication supports, or accommodation inquiries, please contact HR at hr@terlin.ca.