



Executive Summary	
<b>Process</b>	HR
<b>Sub-process</b>	
<b>Process owner</b>	Bridget Bremner
<b>Purpose</b>	This Policy Statement applies to Trench Limited to provide the guidelines to support those with disabilities and their support persons on Trench Limited property in Canada.
<b>Scope</b>	This policy applies to all operations and facilities of Trench Limited in Canada.
<b>Target group and distribution</b>	All Trench Limited employees in Canada.

Release Information		
<b>Released</b>	2026-03-04	For Version History, see last page
<b>Reviewed</b>	Selim Hostut	
<b>Author</b>	Bridget Bremner	
<b>Valid from</b>	Date of Release	

Approval			
Name, Title	Signature	Name, Title	Signature
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## **1. Our Commitment**

Trench Limited is committed to excellence in serving all employees and customers, including people with disabilities. Trench Limited will strive to ensure that policies and procedures established with respect to the provisions of its goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity, as provided in the Accessibilities for Ontarians with Disabilities Act, 2005 ("AODA"). We are also committed to giving people with disabilities the same opportunity to get involved with our organization and allowing people with disabilities to benefit from the organization in the same place and in a similar way as other customers. Trench Limited will continue to attempt to meet the needs of all its customers, including but not limited to people with disabilities, in an effective and timely manner.

## **2. Responsibilities**

Human Resources (HR) will be primarily responsible for compliance with the AODA across Trench Limited. Since implementation of provisions under AODA fall under various departments, such additional departments are jointly responsible to ensure that matters that fall within their scope are executed in accordance with the requirements of the AODA.

## **3. Application**

This policy applies to all our employees and managers, and to any third parties (e.g., contractors) who we may arrange to provide our goods, facilities and / or services on our behalf.

### **3.1 Assistive Devices**

Trench Limited is committed to ensuring that our employees are trained and familiar with various assistive devices we have on site or, to the extent applicable, that we provide that may be used by customers with disabilities while accessing our facilities, goods or services. Trench Limited will continue to allow people to use their own assistive devices (e.g., cane, wheelchair, hearing and visual aids, etc.) wherever possible, to access our goods, services, and the applicable areas of our facilities.



### **3.2 Information and Communication**

Trench Limited is committed to communicating with people with disabilities in ways that take into account their disability. Trench Limited will strive wherever possible to provide information to customers with disabilities in ways that meet their needs.

### **3.3 Service Animals**

Trench Limited is committed to welcoming people with disabilities and their service animals. Unless otherwise excluded by law, service animals are allowed on the parts of our premises that are open to the public. In areas where service animals are not permitted, Trench Limited will, after discussing it with the customer, try and provide the goods and services in alternate ways, wherever possible. Our staff and others dealing with the public on our behalf will be trained in how to interact with people with disabilities who are accompanied by a service animal.

### **3.4 Support Persons**

Trench Limited is committed to welcoming people with disabilities and their support persons. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **3.5 Notice of Temporary Disruption**

In the event of a planned or unexpected disruption in the facilities' services usually used by people with disabilities, including any accessible elements in public spaces, Trench Limited will provide notice of the disruption (including the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available) by posting a notice at a conspicuous place on the premises owned or operated by Trench Limited or by such other method(s) as are reasonable in the circumstances.

### **3.6 Training and Record Keeping**

Trench Limited will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on Trench Limited's behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our facilities, goods and services.

Training will include:

- An overview of the AODA and the requirements of the Customer Service Standard and the Integrated Accessibility Standards under the AODA;
- Trench Limited's plan related to the Customer Service Standard and other standards as applicable under the AODA;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;



- How to use the assistive equipment or devices available on-site or otherwise that may help with providing facilities, goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing Trench Limited's facilities, goods and / or services; and
- Trench Limited's policies, practices and procedures relating to the customer service standard.

Trench Limited will schedule training so that it is delivered as soon as practicable, including ensuring that new employees are trained as soon as practicable after being hired and that employees are trained when the Company's accessibility policies materially change. Trench Limited will also keep a record detailing those employees that were trained and when.

### **3.7 Notice of Availability**

Trench Limited will ensure our documents related to this plan are posted for the public to view on the company's internet site, for our employees to view on our company intranet site and are otherwise made available upon request.

### **3.8 Modifications**

Any policy, practice or procedure of Trench Limited that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed to the extent required in order to ensure Trench Limited's compliance with the AODA.

### **3.9 Feedback Process**

Trench Limited is committed to having mechanisms/processes for receiving and responding to feedback in ways that are accessible to people with disabilities. Customers who wish to provide feedback regarding the way Trench Limited provides goods and services to people with disabilities can provide feedback in the following way(s):

- In person at 71 Maybrook Drive, Scarborough Ontario M1V 4B6 or 1865 Clements Road, Pickering Ontario L1W 3R8.
- Telephone 1 + 416-298-8108
- E-mail at [TC@trench-group.com](mailto:TC@trench-group.com)
- In writing by completing the feedback form below through the Trench Group Global Website.



All feedback, including complaints, will be reviewed and acted on as appropriate to improve Trench Limited AODA compliance.

For any feedback requesting a response, customers can expect to hear promptly from Trench Limited.

Information about the feedback process will be made available externally via the Trench Group Global website, internally via the intranet and can be made available to the general public, on request.

#### 4. Questions and Clarifications

This policy exists to achieve service excellence to clients and customers with disabilities. Any questions regarding this policy, or its associated practices or procedures, should be submitted through the feedback process identified above.

**Feedback Form:**

First Name	
Last Name	
E-Mail	
Phone	
Company	
Address	
City	
Province	
Postal Code	
Subject	
Message	

**Return to:**

Trench Limited Human Resources

TC@trench-group.com



## Change History

History of changes		
Version / Date	Changes	Cancels or replaces
V 0.0 / 2026-03-04	Initial Release	n/a