

Daiken North America Ltd. 61 Domtar Rd. Huntsville, Ontario P1H 2J7	Subject: Accessibility Policy for Ontarians with Disabilities	Procedure No.: DNAL HUN-0008
		Revision No.: 3
		Date Issued: November 2014
Written By: Al Stobbart	Approved By: Al Stobbart	Review Date: Fe,20,2026
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Purpose: To ensure that Daiken North America Ltd, Huntsville Plant has an accessibility plan and policy.

Scope: All operations within the Daiken North America Ltd., Huntsville Facility.

Procedure: This 2014-21 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

Statement of Commitment: Daiken North American Ltd., Huntsville 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 needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information: Daiken North American Ltd., Huntsville is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training will provide training to employees, volunteers, and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Daiken North America Ltd., Huntsville will take the following steps to ensure employees are provided with the training needed to meet Ontario’s Accessible Laws.

Information and Communications: Daiken North America Ltd., Huntsville is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.



Daiken North America Ltd., Huntsville will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- 1) Include accessibility training in all new hire orientation.
- 2) Issue plant wide policy covering employees with accessibility issues.

Daiken North American Ltd., Huntsville will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- 1) Ensure accessibility is reviewed with any staff with limitations.
- 2) Provide assistance and escort to access any areas that have concerns.

Daiken North America Ltd., Huntsville will take the following steps to make sure all publicly available information is made accessible upon request .

- 1) Discuss and document any issues at monthly advisory committee meetings.
- 2) Post minutes both hard copy and electronic versions.

Daiken North America Ltd., Huntsville will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by.

- 1) Review individual concerns with people and resolve as needed.
- 2) Assess access to web information and provide alternate methods either by phone or in person.

Employment: Daiken North America Ltd., Huntsville is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- 1) Provide monthly advisory committee meetings, all employees represented.
- 2) Review individual limitations to process and work areas.

Daiken North America Ltd., Huntsville will take the following steps to develop and put in place a process for developing individual accommodations plans and return-to-work policies for employees that have been absent due to a disability.

- 1) We have a well documented and followed procedure in place for return-to-work and modified duty access.



We will take the following steps to ensure the accessibility needs of employees with disabilities are considered if needed.

- 1) Specialized parking in areas close to workspace
- 2) Administrative duties.

Daiken North America Ltd., Huntsville may require a person with a disability to be accompanied by a support person when on premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises. We will consult with the person with a disability to understand their needs.

Daiken North America Ltd., Huntsville will take the following steps to prevent and remove other accessibility barriers identified.

- 1) Provide escort and assistance to those in need for specific areas.

Design of Public Spaces will meet the Accessibility Standards for the design of public spaces when building or making modifications to public spaces. Public spaces include:

- 1) Outdoor public eating areas like rest stops or picnic areas.
- 2) Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- 3) Accessible off-street parking

Daiken North American Ltd., Huntsville will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Daiken North America Ltd., Huntsville's customers who wish to provide feedback on the way we provide goods, services or facilities to people with disabilities can provide feedback via email to Kristen.wills@daikennal.com, 705-789-9683 or to 61 Domtar Road, Huntsville, Ontario P1H 2J7.

All feedback, including complaints, will be managed by Human Resources and you can expect to hear back within ten (10) business days in the manner within which the feedback was originally communicated.

If you require accessible forms or communication supports to give or receive feedback, please notify us using the contact information listed above.

Procedure No.	Date Issued:	Revision#:	Revision Date:	Reason for Revision
PSS HUN-0008	Nov 2014	1	Dec 2019	
DNAL HUN-0008	Nov 2014	2	July 2, 2024	Name change from Panolam to Daiken
DNAL Hun-008	Nov 2104	3	Feb. 20, 2026	Review and update for 2026