



Accessibility at AOC Resins and Coatings Company and AOC Canada Inc. (AOC)

We all need to think about Accessibility

Approximately 1.85 million people in Ontario have disabilities. This represents 15.5 percent of Ontario's population today. The likelihood of having a disability increases with age, and projections show that in 2026, the majority of people with disabilities will be 65 years of age or older. AOC is committed to providing accessible customer service to all persons with disabilities. Our commitment is to consistently strive to provide our goods and services in a way that respects the dignity and independence of all persons with disabilities. We are all committed to giving every person with disabilities the same opportunity to access our goods and services, allowing them to benefit from the same services in the same place and in a similar way as other customers.

In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians.

AOC's Customer Service Policy is consistent with the AODA, 2005, and the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

AOC's Integrated Accessibility Standards is consistent with the AODA, 2005, and the Accessibility Standards for Integrated Accessibility Standards, Ontario Regulation 191/11.

Download AOC Accessibility – Integrated Accessibility Standards Policy [here](#).

Download AOC Accessibility – Multi Year Accessibility Plan [here](#).

Accessibility is a journey, and at AOC we are continually trying to improve accessibility of our products and services. If you have any questions, concerns, comments or suggestions regarding accessibility at AOC, please contact us.

If you have feedback or wish to request a document in an alternative format, contact us:

By Phone: 519-823-4333 or 1-800 711 – Bell Relay Service

By Fax: 519-821-7965

By Mail: Human Resources
AOC Resins and Coatings Company
38 Royal Road
Guelph, Ontario N1H 1G3

Download AOC Accessibility – Customer Service Feedback form [here](#).