

DUFFLET PASTRIES MULTI-YEAR ACCESSIBILITY PLAN

Dufflet Pastries is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) to provide a barrier-free environment.

ACCESSIBILITY STANDARDS

- **Customer Service:** We provide accessible customer service by training staff on effective communication with people with disabilities, welcoming assistive devices, support persons, and service animals, and notifying the public of any service disruptions.
- **Information and Communication:** We ensure that our website and all public communications are accessible. Accessible formats are available upon request.
- **Employment Standards:** We accommodate employees with disabilities through inclusive recruitment processes, job accommodations, and accessible emergency information.
- **Feedback:** We welcome feedback on our accessibility efforts. Please contact us to provide input or request alternate formats of this plan.

CONTACT US

For accessibility inquiries, feedback, or to request this plan in an alternate format, please contact:

Email: humanresources@dufflet.com

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This plan is reviewed every five years, with the latest review conducted in October 2024.