



ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY

Joseph and Ross Environmental Inc. is committed to the Identification, Removal and Prevention of Barriers for people with disabilities in key areas of daily living. Our company is also committed to providing any assistance to our valued customers and the public who enter our facilities and have any form of disability.

JRE will conform to the Accessibility for Ontarians with Disabilities Act of 2005 (AODA), in that all services offered to the public will ensure the persons with disabilities are able to access our services.

We will also train our staff, management and any employee who may deal directly with people who have disabilities, as well as the company's responsibilities to provide assistance under the Act. This will include the development of a plan and policy to ensure the procedures and responsibilities are met.

This policy will be reviewed every year to ensure it is current with all requirements of the AODA. Copies of this policy will be posted to our website and available in all formats as required.

J. Ross Edwards,
President

Dated: November 18, 2014

Joseph & Ross Environmental Inc.

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