



Accessibility Compliance Report

You can use one form to file an accessibility compliance report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

**Note:** While business and non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, they must still comply with the AODA.

Organization information

Table 1: Organization category, number of employee range and reporting year

| Organization Category (required) | Number of employee range (required) | Reporting year (required) |
|----------------------------------|-------------------------------------|---------------------------|
| Business or Non-profit           |                                     | 2026 BNP                  |

## Business details

### How to count your employees?

In your employee count, include all:

- full-time employees
- part-time employees
- seasonal employees
- contract workers

Do not count:

- employees outside Ontario
- volunteers
- independent contractors

### How can I find my CRA business number or AODA Identifier?

You can find your BN9 number by:

- Logging into the CRA My Business Account
- Checking your GST/HST or Corporation Notice of Assessment under Notice Details
- Checking your GST/HST credit notice
- To learn more, visit Business number - Canada.ca ([https://www.canada.ca/en/services/taxes/business-number.html?utm\\_campaign=not-applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_business-number](https://www.canada.ca/en/services/taxes/business-number.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_business-number))

If you do not have a BN9, please contact [aoda.assistance@ontario.ca](mailto:aoda.assistance@ontario.ca) to receive an AODA identifier.

### How to find your industry?

You can search for North American Industry Classification (NAICS) codes using the Statistics Canada website (<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1369825>).

**Table 2: Organization business details (maximum up to 20)**

| Item Number | Organization legal name (required) | Number of employees in Ontario (required) | Business number (BN9) or AODA identifier (required) | Operating / business name | Organization Sector (required)       | Subsector (required)                    | Industry Group (required)    |
|-------------|------------------------------------|-------------------------------------------|-----------------------------------------------------|---------------------------|--------------------------------------|-----------------------------------------|------------------------------|
| Item # 1    | truLOCAL Inc.                      |                                           |                                                     | truLOCAL Inc.             | 72 - Accommodation and Food Services | 722 - Food Services and Drinking Places | 7223 - Special Food Services |

**Business address**

Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.

**Table 3: Organization business address (maximum up to 20)**

| Item Number | Organization legal Name (required) | Address line 1 (required)          | Address line 2 | City (required) | Province or State (required) | Postal code or Zip code (required) | Country (required) |
|-------------|------------------------------------|------------------------------------|----------------|-----------------|------------------------------|------------------------------------|--------------------|
| Item # 1    | truLOCAL Inc.                      | #100 - 151 Charles Street W (West) | N/A            | Kitchener       | ON (Ontario)                 | N2G 1H6                            | Canada             |

**Mailing address**

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

**Table 4: Organization mailing address (maximum up to 20)**

| Item Number | Organization legal name (required) | Address line 1 (required) | Address line 2 | City (required) | Province or State (required) | Postal code or Zip code (required) | Country (required) |
|-------------|------------------------------------|---------------------------|----------------|-----------------|------------------------------|------------------------------------|--------------------|
| Item # 1    | truLOCAL Inc.                      |                           | N/A            |                 | ON (Ontario)                 |                                    | Canada             |

## Certification statement

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

**Note:** It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise, the certifier will be the main contact.

**Certifier:** Someone who can legally bind the organization(s).

**Primary Contact:** The person who will be the main contact for accessibility issues.

## Acknowledgement

☒ I certify that all the information is accurate, and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required) 2026-06-02

## Certifier information

Table 5: Certifier information

| Last name (required) | First name (required) | Position title (required) | Business phone number (required) | Business phone number extension | Email (required) | Alternate phone number | Alternate phone number extension | Fax number |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|------------------|------------------------|----------------------------------|------------|
| [REDACTED]           | [REDACTED]            | [REDACTED]                | [REDACTED]                       | N/A                             | [REDACTED]       | N/A                    | N/A                              | N/A        |

## Primary contact for the organization(s)



Check if the primary contact is same as the certifier

Table 6: Primary contact information

| Last name (required) | First name (required) | Position title (required) | Business phone number (required) | Business phone number extension | Email (required) | Alternate phone number | Alternate phone number extension | Fax number |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|------------------|------------------------|----------------------------------|------------|
| [REDACTED]           | [REDACTED]            | [REDACTED]                | [REDACTED]                       | N/A                             | [REDACTED]       | N/A                    | N/A                              | N/A        |

## Compliance questions

### Customer Service Standards

Question 1. Is your organization in compliance with all applicable requirements of the Customer Service Standards?



#### Resources for Question 1

- Read Ontario Regulation 191/11, Part IV.2: Customer Service Standards (<https://www.ontario.ca/laws/regulation/110191#BK148> ↗)
- Learn more about your requirements for question 1 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-7> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

#### Comments for Question 1 (Please provide additional details to support your answer)

Yes. Our team has completed AODA training, including training on the Accessibility Standards for Customer Service, and we have developed internal policies to ensure standards are followed.

As an e-commerce business, we provide customer support through multiple channels, including email, telephone, and online chat/messenger services, allowing customers to choose the communication method that best meets their needs.

We are committed to providing high-quality customer service to all customers, including people with disabilities. Our team takes the time to understand and respond to individual accessibility needs and provides additional assistance when required.

Because customer interactions primarily occur through our website, we continually work to improve accessibility and usability. Our efforts include enhancing alternative text for images, maintaining appropriate colour contrast, ensuring readable font sizes, and improving overall website usability to support an inclusive experience for all customers.