



Hamilton

**Statement of Acknowledgement
O. Reg. 191/11
Customer Service Standard
Pursuant to the AODA, 2005**

I _____ (print name; first and last)
_____ (position title)
_____ (organization name)
_____ (contract number & project name)

hereby acknowledge that I have received, read and understand the City of Hamilton's AODA **Customer Service Standard Handbook (the "Handbook")**.

I am a:

- | | | |
|----------------|-----------------|----------------|
| (a) volunteer | (b) agent | (c) contractor |
| (d) consultant | (e) third party | (f) vendor |

for the City of Hamilton. While performing work for the City of Hamilton, I will comply with the requirements of the Handbook and all applicable accessibility laws, regulations and by-laws.

[The following sentence does not apply to volunteers.] Prior to commencing work for the City of Hamilton, I will provide the accessibility training required by the Handbook.

I understand that if I have any questions about any of the information provided to me, I may contact the City of Hamilton Project Manager assigned for this applicable contract or the Human Rights, Diversity and Inclusion section, 905 546-2424, Ext. 8080.

Signature

Date

Please return this signed form by mail, email or in person to:

Human Rights, Diversity and Inclusion
100 King Street West, 10th Floor
Hamilton, ON L8L 5W2
Email: aoda@hamilton.ca