



## 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**

**This form must be returned via hardcopy, fax or email to the Procurement Representative for this applicable contract.**