

ACCESSIBILITY POLICY

Statement of Commitment

Central Wire Industries Ltd. (“Central Wire” or “the Company”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Central Wire is committed to removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Ontario’s accessibility laws for all stakeholders including customers, employees, job applicants, suppliers and any visitors who enter the premises, work for the Company, access information provided by the Company, or use the Company’s goods and services.

Central Wire is committed to meeting its current and ongoing obligations under the Ontario Human Rights code respecting non-discrimination. Central Wire understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Central Wire is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

GUIDELINES

Employment

Central Wire makes every effort to identify, remove, and prevent barriers to employment by developing inclusive procedures that support and accommodate persons with disabilities throughout their recruitment and employment.

Accommodation

Whenever a candidate requires accommodation to enable them to fully participate in the recruitment and selection process, or a current employee requires accommodation in the workplace, the Company works with the individual to provide reasonable accommodation up to the point of undue hardship.

The Company notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. Upon request, the Company provides candidates with reasonable accommodations during the interview and selection process. Central Wire is committed to hiring decisions that are unbiased and based on qualifications and experience. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Central Wire has a written process to develop individual accommodation plans for employees.

Central Wire has a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Central Wire's performance management processes, training programs, career development and redeployment take into account the accessibility needs of all employees.

Inability to Accommodate

Central Wire provides workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of reasonable accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the organization.

Where a necessary accommodation is found to cause undue hardship on the organization, the Company will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

Training

Central Wire is committed to training all employees in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, training is provided to:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of employees on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use equipment or devices that may help with the provision of our

goods or services or facilities to a person with a disability

- what to do if a person with a particular type of disability is having difficulty accessing goods, service or facilities.

Central Wire trains every person as soon as practicable after being hired and provides training in respect of any changes to the policies. Records of training are maintained.

Emergency Response

If necessary or upon request, Central Wire creates individualized workplace emergency response plans for employees with disabilities. The emergency response plan considers the unique challenges created by the individual's disability and the physical nature of the workplace and is created in consultation with the employee. With the employee's consent, we will provide workplace emergency information to a designated person(s) who can provide assistance to that employee during an emergency.

Individualized emergency response plans are reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and
- The Company reviews general emergency response policies.

Upon request, Central Wire will provide emergency response plans in alternative formats.

Customer Service

Access to Goods and Services

Central Wire seeks to provide barrier-free access to the Company's goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services are provided to the best of the Company's ability.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Service Animals

A person with a disability accompanied by a service animal may access premises that are open to the public unless otherwise excluded by law. Service animals are allowed on the parts of our premises that are open to the public and third parties.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant

and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Information and Communications

Central Wire has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

Central Wire understands the importance of accessible digital and non-digital forms of communication and does its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports are provided upon request, in a timely manner and at no additional cost.

Central Wire will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Central Wire notifies the public about the availability of accessible formats and communication supports by posting on the Company's website.

Central Wire meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Central Wire. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the Company will:

- Post notices in the nearest accessible entrance to the service disruption;
- Update the Company website with information about the disruption; and
- Contact those with an appointment/scheduled meeting by any method that may be reasonable under the circumstances.

The Company makes every reasonable effort to indicate when services will resume and suggest alternatives that can be used during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, notice may not be possible.

Feedback

Central Wire welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

All feedback will be addressed according to our organization's regular complaint management procedures. Customers can expect to be contacted within 2 days.

Feedback can be submitted to:

Sales Department
1-800-435-8317
sales@centralwire.com
Central Wire Industries Ltd.
1 North Street
Perth, Ontario
K7H 2S2

This document is publicly available. Accessible formats are available upon request.

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