



## **Multi-Year Accessibility Plan**

### **Accessibility Plan and Policies for Central Wire Industries Ltd. “Central Wire”**

This accessibility plan outlines the policies and actions that Central Wire has put in place or will put in place to improve opportunities for people with disabilities.

#### **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.

<b>Area</b>	<b>Completion /Compliance Date</b>
<b>Customer Service Standards</b>	
Central Wire developed a policy related to providing goods and services to persons with disability including use of service animals and support persons.	January, 2012
Policy was revised, updated, posted on Company website and copy provided to employees for inclusion in Policy Handbook – Central Wire Accessibility Policy.	December, 2023
Central Wire established a procedure to receive and respond to feedback under the Customer Service Standard. This procedure was posted on the Central Wire website. AODA Customer Service Rev. 1.0	January, 2012
Policy was revised, updated, posted on Company website and copy provided to all appropriate employees – AODA Customer Service Rev. 2.0	December, 2023
Central Wire trained employees with regard to policies and procedures required under the customer service standard. All training was documented.	January, 2012
Central Wire provided refresher training for employees with regard to policies and procedures required under the customer service standard. Training was documented.	Completed between September, 2023 - January, 2024
<b>Accessible Emergency Information</b>	
Central Wire provides employees with disabilities with individualized emergency response information when necessary.	January 1, 2012  Ongoing, as required.
<b>Accessibility Plan</b>	
Central Wire established, implemented and will maintain a documented multi-year accessibility plan.	January 1, 2014
Multi-Year Accessibility Plan revised and posted on Company website. Central Wire Multi Year Accessibility Plan.v3	December, 2023
<b>Training</b>	
Central Wire provides training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. This includes training for employees who participate in developing Central Wire policies.	January 1, 2015  Ongoing

Area	Completion /Compliance Date
<p>Training is provided in a way that best suits the duties of employees and volunteers. Training is provided as soon as practicable after employees commence their duties and on an ongoing basis with respect to any changes to this policy, practices and procedures.</p> <p>Central Wire ensures employees are provided with the training needed to meet Ontario’s accessible laws.</p> <p>Central Wire maintains a record of the training it provides to employees.</p>	
<b>Information and Communications</b>	
Central Wire is committed to meeting the communication needs of people with disabilities.	
Central Wire launched a new website in January, 2014. The website and content conform to <b>WCAG 2.0, Level A</b> .	January 1, 2014
<p>Central Wire will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.</p> <ul style="list-style-type: none"> <li>• Upon request, Central Wire will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs to disability</li> <li>• Central Wire will consult with the person making the request in determining the suitability of an accessible format or communication support.</li> <li>• Central Wire will notify the public, through their website, about the availability of accessible formats and communication supports.</li> <li>• Accessible formats and communication supports will be provided at no cost to the person with a disability making the request.</li> </ul>	January 1, 2015
Central Wire will ensure that any publicly available information is made accessible upon request by January 1, 2016.	January 1, 2016
<p>Central Wire will ensure that all websites and content conform to <b>WCAG 2.0, Level AA</b> by January 1, 2021.</p> <p>Central Wire meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.</p>	<p>January 1, 2021</p> <p>November, 2023</p>

<b>Area</b>	<b>Completion /Compliance Date</b>
<b>Employment</b>	
Central Wire is committed to fair and accessible employment practices.	
<p><b>Recruitment</b></p> <p>Central Wire will notify the public and employees that, when requested, we will accommodate people with disabilities during our recruitment processes and when hired.</p> <p>Central Wire will notify all job applicants that are selected to participate in a selection process that we will provide reasonable accommodation, upon request, to a person with a disability in relation to any materials or process to be used in the selection process. Where an applicant with a disability requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable and reasonable accommodation that takes into account the applicant’s accessibility needs.</p> <p>Successful job applicants will be notified of Central Wire’s policies for accommodating employees with disabilities.</p>	<p>January 1, 2016</p> <p>Ongoing</p>
<p><b>Disability Related Supports for Employees</b></p> <p>Central Wire will notify employees of existing policies in respect of employees with disabilities including, but not limited, any policies regarding job accommodations that take into account an employee’s accessibility needs due to disability. Central Wire will provide updated information to employees with respect to any changes to existing policies.</p> <p>All new employees will be notified of existing policies in respect of employees with disabilities and job accommodations for disability related needs as soon as practicable after beginning employment.</p>	<p>January 1, 2016</p>
<p><b>Accessible Formats and Communication Supports for Employees</b></p> <p>If an employee with a disability requests it, Central Wire will provide or arrange for the provision of accessible formats and communication supports for the following:</p> <ul style="list-style-type: none"> <li>• Information needed in order to perform their job; and</li> </ul>	<p>January 1, 2016</p> <p>Ongoing</p>

<b>Area</b>	<b>Completion /Compliance Date</b>
<ul style="list-style-type: none"> <li>Information that is generally available to all employees in the workplace.</li> </ul> <p>Central Wire will consult with the employee making the request to determine the best way to provide the accessible format or communication support.</p>	
<p><b>Individual Accommodation Plans</b></p> <p>Central Wire will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. The plans will include individualized workplace emergency response information (where required).</p>	<p>January 1, 2016</p> <p>Ongoing</p>
<p><b>Return to Work Process</b></p> <p>Central Wire will develop and maintain a documented return to work process for employees that have been absent due to a disability and who require disability-related accommodations in order to return to work.</p> <p>The return to work process will outline the steps that Central Wire will take to facilitate the return to work and will include documented individual accommodation plans.</p> <p>The return to work process will not replace or override any other return to work process created by or under any other statute.</p>	<p>January 1, 2016</p> <p>Ongoing</p>
<p><b>Performance Management, Career Development and Advancement &amp; Redeployment</b></p> <p>Central Wire will ensure the accessibility needs of employees with disabilities are taken into account when conducting performance management, providing career development and advancement to employees or when redeploying employees.</p>	<p>January 1, 2016</p> <p>Ongoing</p>

<b>Area</b>	<b>Completion /Compliance Date</b>
<p><b>Training</b></p> <p>We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies and procedures.</p> <p>We maintain records of the training provided.</p>	<p>July, 2013</p> <p>Ongoing</p>
<p><b>For more information</b></p> <p>For more information on this accessibility plan, please contact Central Wire’s Human Resources Manager – Canada at:</p> <ul style="list-style-type: none"> <li>• Telephone: 613-326-3006</li> <li>• Email: <a href="mailto:humanresources.canada@centralwire.com">humanresources.canada@centralwire.com</a></li> <li>• Mail: HR Manager (Canada), Central Wire Industries Ltd., 1 North Street, Perth, Ontario, K7H 2S2</li> </ul> <p>Accessible formats of this document are available free upon request.</p>	
<p><b>Compliance</b></p> <p>Central Wire’s Accessibility Compliance Reports are available to the public upon request.</p>	<p>December, 2023</p>
<p><b>Revisions to Central Wire Multi-Year Accessibility Plan (“Plan” or “the Plan”)</b></p>	
<p>The Plan is reviewed and updated, where necessary, at least once every 5 years.</p>	
<p>Plan prepared - Central Wire Accessibility Policy and Multi Year Accessibility Plan</p>	<p>January, 2012</p>
<p>Plan reviewed, revised and renamed – Central Wire Accessibility Policy and Multi Year Accessibility Plan.v2</p>	<p>July, 2016</p>
<p>Plan reviewed, no revisions made.</p>	<p>December, 2020</p>
<p>Plan reviewed, revisions made, renamed – Central Wire Multi Year Accessibility Plan.v3</p>	<p>December, 2023</p>