


POLICY TITLE:  <b>Integrated Accessibility Standards Policy &amp; Plan</b>	NUMBER: GWC3000	
	REVISION: 1	
	ISSUE DATE: JAN 01, 2014	

APPLIES TO (CHECK, AS APPLICABLE):				
REGION:	<input type="checkbox"/> GLOBAL <input type="checkbox"/> NA <input type="checkbox"/> US <input checked="" type="checkbox"/> CAN <input type="checkbox"/> MX <input type="checkbox"/> BR <input type="checkbox"/> ME <input type="checkbox"/> ASIA			
INITIATED BY:	GWC MANAGEMENT TEAM	APPROVED BY:	GWC MANAGEMENT TEAM	
Rev. No.	Section(s)	Description	Date	Initials
0	ALL	COMPLETE REVIEW	Jan 1, 2014	
1	ALL	COMPLIANCE REVIEW	June 1, 2021	JN

## Objective

G&W Canada Corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in all of its operations in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Ontario Human Rights Code*.

## Policy & Plan

This Accessibility Policy outlines the policies and actions that G&W Canada Corporation has in place to achieve accessibility with AODA and, in particular, the *Integrated Accessibility Standard Regulation* (“IASR”) in order to improve opportunities for people with disabilities. This policy is posted on G&W Electric’s website, and G&W will provide a copy of this document in an alternative accessible format, when requested. This policy and plan will be updated at least once every five years. Additionally, a multi-year plan detailing out our actions is available under the title “AODA Multi-Year Accessibility Plan”.


## Training

G&W Canada Corporation will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws, Customer Service Standards and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Training will be provided as soon as practicable, and will be included as part of orientation for all new hires and/or representatives of G&W.

G&W Canada Corporation will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- G&W Canada Corporations Customer Service Accessibility Plan
- How to interact and communicate with people with various types of disabilities

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- 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 the assistive devices, such as wheelchairs.
- What to do if a person with a disability is having difficulty in accessing G&W Canada Corporation's goods and services

### **Assistive Devices**

G&W Canada Corporation welcomes all persons with disabilities who use assistive devices.

### **Service Animals**

G&W Canada Corporation welcomes people with disabilities and their service animals. Service Animals are allowed in our office environments, and or in designated aisle ways on our production floor. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter of form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. Unless otherwise excluded by law, such persons may keep their service animal with them at all times.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany in order to access our facilities. Unless otherwise excluded by law, such persons may keep their support person with them at all times.

### **Temporary Disruptions**


Customers, employees, and third parties will be notified of planned or unexpected disruptions to our facility or services used by persons with disabilities. This notice will include information about the reason for disruption, how long the disruption is expected to last, and whether alternative formats or services are available.

### **Information and Communications**

G&W Canada Corporation is committed to meeting the communication needs of people with disabilities. We will consult people with disabilities to determine their information and communication needs.

G&W Canada Corporation will ensure all new internal & external websites and content on those sites conform to WCAG 2.0 Level AA. The company will work with members of the IT department to meet website accessibility needs.

G&W Canada Corporation will continuously review WCAG 2.0 guidelines to ensure we comply with all changes and updates.

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## Employment

G&W Canada Corporation is committed to fair and accessible employment practices. G&W Canada Corporation will accommodate people with disabilities during the recruitment and assessment processes and when people are hired to allow equal access to employment opportunities. G&W will advise employees and the public about the availability of accommodation for applicants with disabilities throughout the entire recruitment, assessment or selection process.

G&W Canada Corporation will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

G&W Canada Corporation will ensure the accessibility needs of employees with disabilities are taken into account during the performance management, career development and redeployment processes. The company shall meet this commitment by modifying current processes and considering individual accommodations upon request.

G&W Canada Corporation is committed to the prevention and removal of accessibility barriers identified. Human Resources should be contacted when barriers are identified in order for accommodation requests to be facilitated.

For more information on this accessibility plan or accessible formats of this document, please contact the Human Resources Manager at via:

Email: [HR@gwelec.ca](mailto:HR@gwelec.ca)

Telephone: (905)285-9494


Mail: G&W Canada Corporation, 7965 Heritage Road, Brampton, ON L6Y 5X5

## Workplace Emergency Response Information

G&W Canada will provide individualized workplace emergency response information to employees with disabilities where the disability is such that requires specific accommodation needs. G&W must be made of the need in order to provide such accommodation. Where an employee who receives individualized workplace emergency response information requires assistance, G&W will designate a person to provide assistance and, with the consent of the employee, G&W will provide the workplace emergency response information to such person.

## Accommodation of Disclosed Disabilities

G&W Canada will work with employees to determine suitability of accommodation plans for employees with disclosed disabilities. Employees are invited to complete a “voluntary self-disclosure of disability” form that will provide information in assisting in the development of accommodation(s). Employees are also informed during the recruitment and onboarding phases of their employment relationship on how to request accommodation. Human Resources is responsible for creating accommodation plans in partnership with the employee. The company may request evaluation by a outside medical or other expert, at the employer’s expense, in determining if accommodation can be achieved, and, if so, how accommodation can be achieved. All disclosures of disability will be kept in strict confidence with the

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Human Resources Department, and with the consent of the employee, with the participating Departmental Manager for successful implementation of plan. If accommodation cannot be achieved, the employee will be notified of the reason in a timely manner.

**Customer Service & Feedback**

G&W Canada Corporation will ensure existing feedback processes are accessible to people with disabilities upon request. Human Resources will ensure processes for receiving and responding to feedback is accessible to persons with disabilities. Human Resources will arrange for the provision of accessible formats and communication supports upon request.

G&W Canada Corporation will consult with the person making the request to determine the suitability of an accessible format or communication support. Human Resources will be responsible for governing requests from the public.

**Feedback Process**

Customers who wish to provide feedback regarding accessibility can submit their comments/concerns to [accessibility@gwelec.com](mailto:accessibility@gwelec.com) . All feedback, including complaints, will be reviewed by the Human Resources Department and escalated appropriately.

Customers can expect to hear back in forty-eight (48) hours.

Any policy of G&W Canada Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Notice of Availability of Documents**

G&W Canada Corporation notified the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

G&W Electric Website: [gwelec.com](http://gwelec.com)