

Ferro Technique Ltd. Ferro Technique Ltee

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Multi-Year Accessibility Plan 2023-2028

Introduction

Ferro Technique is committed to meeting the needs of employees and customers with disabilities by taking action to improve our accessibility. Ferro will fulfill the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and continue to remove barriers to accessibility. This plan has been developed to outline the steps that will be taken to carry out this commitment. The plan will develop over time to accommodate changing accessibility standards and will be reviewed no less than once every five years. Ferro will keep employees up to date on accessibility requirements by providing training on the AODA standards and the *Ontario Human Rights Code*. Records will be maintained on employee training related to these two standards.

Accessibility Achievements and Strategies

Accessibility Policy

Ferro is committed to maintaining an AODA policy. The policy outlines our commitment to maintaining accessibility by outlining our requirements for employees to achieve accessibility.

Achievements:

- Developed a new AODA policy
- Made the AODA readily available in an accessible format

Planned Actions:

- Review the AODA policy annually and modify as required to improve our accessibility and adapt to any new requirements

Customer Service

Customer service is of the utmost importance to Ferro. When providing goods, service, and access to our facilities, we are committed to ensuring that people with disabilities receive the same level of customer service as others.

Achievements:

- Provided training to employees on accessible customer service
- Implemented accessible customer service policies
- Developed accessible feedback process on accessible customer service to monitor our performance and address shortfalls
- Permitted support persons and assistive devices on our facilities

Planned Actions:

- Continue training on accessible customer service standards to current and new employees
- Designate team responsible for monitoring changes in accessible customer service requirements to allow for quick adoption
- Continue allowing assistive devices and support persons at our facilities

Training

Ferro is committed to providing employee training on Ontario's accessibility requirements and the Ontario Human Rights Code.

Achievements:

- Rolled out updated training modules to employee on Ontario's accessibility requirements and Ontario Human Rights code
- Maintained a log of employee completion of the training

Planned Actions:

- Monitor for changes in the accessible customer service standards and provide updated training to employees as required
- Monitor for changes in the business that may require employees to receive training in new areas of accessibility

Information and Communication

Ferro is committed to making information and communication accessible to individuals with disabilities. This includes providing access to information and communications in accessible formats if technically feasible.

Achievements:

- Incorporated accessible information and communication standards in accessibility policy
- Implemented a request process for alternative format requests

Planned Actions:

- Develop a process for efficiently creating documents in alternative formats
- Review feedback on information and communication to determine actions required for improvement

Employment Practices

Ferro is committed to executing fair and accessible employment practices.

Achievements:

- Implemented policy requiring communication that Ferro is an equal opportunity employer
- Committed to notifying candidates that accommodations for employment related documents and communications are available by request
- Incorporated accommodation request process in the Employee Handbook

Planned Actions:

- Perform ongoing assessment of our accessibility performance for potential and existing employees
- Continue to remove accessibility barriers in the recruitment process

A copy of the Multi-Year Accessibility Report is available in alternative formats upon request.



For more information on this accessibility plan, please contact the following:

A handwritten signature in black ink, appearing to read "K. Farr".

Kevin Farr

VP of Finance

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