



Subject	Accessibility for Ontarians with Disabilities Act	Date	November, 2012
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WORKPLACE ACCOMMODATION POLICY

It is the policy of Central Wire to provide accommodated work opportunities to employees who have experienced an injury, or who have a known physical or mental impairment as defined by the Ontario Human Rights Code.

Accommodation

Reasonable accommodation will be made unless doing so would cause an undue hardship for the Company.

Periodic Review

Where a reasonable workplace accommodation is implemented, the employee and supervisor shall periodically confer to determine the continuation, discontinuation or modification of the workplace accommodation. In each case, appropriate accommodations will be made by assessing the individual needs of the employee, on a case by case basis, and will be detailed in an accommodation plan.

Our commitment

In fulfilling our mission, Central Wire strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.



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Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Central Wire's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Training for staff

Central Wire will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 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.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Complaints will be addressed according to complaint categories already established in our Company's complaint management procedures.