

Accessibility Policies of M.I.S. Electronics Inc.

Customer Service

M.I.S. Electronics provides Accessible Customer Service by accommodating visitors, customers and vendors with assistive devices such as walkers or wheelchairs. There are two areas on the first floor, near the entrance of the building where customers, vendors and visitors can wait to meet MIS personnel and to hold meetings and interviews in a private and accommodating fashion.

M.I.S. Electronics allows for service animals and support persons to accompany the person with disabilities access facility areas within the first floor which includes the manufacturing floor when safe. The unavailability of an elevator, makes it not possible for those with assistive devices to access the second floor where administrative offices are located. Staff are trained to meet all needs of the visitors with assistive devices on the first floor.

M.I.S. Electronics will strive to provide disruption notices on a timely manner when temporary outage occurs to an accessible area of the facility. This notice will be posted on our website and the person or persons that this disruption may affect immediately, will be contacted directly by either email, phone, text. The notice will explain the reason and the expected duration of the disruption(s).

M.I.S. Electronics can provide any document including policies and billings in alternative, and accessible formats such as large print, hard copy, or email upon request. M.I.S. will consult the requester to ensure suitability of the accessible format.

Employment

M.I.S. Electronics notifies prospective candidates of availability of accommodations on their website in the career section. If candidate is contacted for an interview, M.I.S.'s HR Manager notifies candidate that accommodations are available if required. These accommodations will be assessed and provided in full to the point of undue hardship.

Successful candidates are informed of M.I.S.'s Accessibility policies in any of the forms necessary to accommodate the candidate. The policies are available on M.I.S.'s website. An individualized accommodation plan is developed by the candidate, the HR Manager and the Departmental Manager within which the candidate will be working under. The accommodation plan will be reviewed by the HR Manager and candidate when candidate's needs change. Any new accommodations or changes will be recorded in the plan.

At M.I.S. Electronics, successful candidates that may require accommodations will be provided with any of the following: modified job duties, adjusted work schedules, assistive technology, physical workplace modifications and flexible work arrangements such as remote work arrangement. Accommodations are made to the point of undue hardship.

At M.I.S. Electronics, any employee that has been absent from work due to a permanent or temporary disability will be assessed for any accommodations that may be necessary to allow the employee to return to work. This assessment will be performed by the employee and HR Manager in order to develop an individualized accommodation plan. The departmental manager is informed and accommodations are made considering M.I.S.'s workplace policies, and the needs of the employee in order to reintegrate the employee in a fair and dignified manner.

During a performance review of employees, the HR Manager at M.I.S. Electronics must consider any accommodations needed for a person with disabilities so that he or she has the same opportunities as any other employee in an equitable and unprejudiced fashion.

Information and Communication

M.I.S. Electronics commits to creating individualized, accessible emergency plans for employees with disabilities as soon as it becomes aware of a disability that requires such a plan. This plan ensures to cover evacuation and communication, to ensure the employee with the disability is safe during emergencies.

M.I.S. Electronics recognizes its obligations within the law, under the AODA and IASR, and in so doing, will prepare and file compliance reports as required by the Government of Ontario.

M.I.S. Electronics targets WCAG 2.0 Level AA compliance for its websites and digital content. Monthly reports are available upon request.

M.I.S. Electronics is a member of CFIB and through this organization, it is informed of any new legislature including accessibility laws that come into effect. M.I.S. Electronics strives to meet any new regulations on a timely manner.

M.I.S. Electronics Inc. maintains a Multi-Year Accessibility Plan (5 Year) that is reviewed and updated at least every five years.

During any social event of the company, M.I.S. Electronics strives to ascertain that the venue and activities that are considered will accommodate any employee with disabilities to ensure their fair, safe, inclusive and equitable participation in the event.

Training

M.I.S. Electronics HR, Customer Service, Purchasing, Production, Engineering, Sales, and Projects Managers are provided on-line Accessibility Training. The HR Manager provides other employees with orientation training within which AODA requirements are explained and accessibility policies of the company are presented. These policies are also posted on employee bulletin boards where all employees can view them on a daily basis. Training is



done during on-boarding. At the time of any policy or requirement changes employees are informed.

Accessibility Feedback

M.I.S. Electronics' Feedback can be submitted, by email (maryama@miselectronics.com), phone call (647-295-6686) or by letter (174 West Beaver Creek Rd., Richmond Hill, ON L4B 1B4) to the General Manager, with a standard response time of 10 business days.