

Accessibility for Ontarians with Disabilities Act

Mitsubishi Electric Sales Canada Inc.

Multi-Year Accessibility Plan

(rev. December 19, 2023)

I – Our Commitment to Individuals with Disabilities

Protection of human rights and support for internationally recognized human rights – including the human rights of persons with disabilities – are imperatives for the business activities of the Mitsubishi Electric Group and Mitsubishi Electric Sales Canada Inc. (“MESCA”).

MESCA is committed to full compliance with *Accessibility for Ontarians with Disabilities Act* (“AODA”) and regulations made thereunder including the *Integrated Accessibility Standards* (“IASR”). We underscore our commitment to conducting business in a way that is respectful to the dignity and independence of persons with disabilities.

We are committed to responding to the needs of persons with disabilities in a timely manner and pledge to remove barriers to accessibility and meeting the requirements of the AODA and the IASR.

This Multi-Year Accessibility Plan of MESCA sets out MESCA’s path for realizing this commitment.

II – Customer Service

MESCA shall make reasonable efforts to ensure that its customer service policies, procedures, and practices are consistent with the following principles:

1. The goods, services or facilities are provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods, services, or facilities to persons with disabilities are integrated with the provision of goods, services, or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services, or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services, or facilities.
4. When communicating with a person with a disability, the MESCA representative providing customer service shall do so in a manner that takes into account the person’s disability.

III – Customer Service Measures

MESCA’s Director of Human Resources has been appointed to develop, implement, and update accessibility policies and procedures.

Since 2012, MESCA has been compliant with the customer service standards set forth under the regulations of the AODA.

The following measures shall be implemented by MESCA.

1. If a service disruption occurs, notice of the service disruption shall be provided on MESCA's website, by email, by telephone or in writing, where applicable, and will be done as quickly as possible.
2. Training on AODA customer service and the Ontario Human Rights Code shall be given to all Ontario-based MESCA employees. Completion of training shall be tracked and recorded.
3. An accessible means of providing comments on MESCA's customer service shall be provided. Comments can be made on the MESCA Contact Us webpage, verbally, by email or in writing. All comments will be directed to the MESCA Director of Human Resources, Cindy Carter, by email and by telephone.
4. Any comments received shall be reviewed to identify potential gaps in customer service. Once identified, remedial action shall be taken to address them.

IV – Emergency Response Information

MESCA shall develop and put in place policies and procedures that require MESCA to:

1. provide individualized emergency response information to persons with a disability requiring such individualized information,
2. provide such information as soon as practicable,
3. provide revised information, as needed, if there has been a change to the circumstances or needs of the person with a disability or in the event of a change to MESCA's policy.

MESCA is committed to providing employees and the public with publicly available emergency information, plans or public safety information in an accessible manner upon request. This information shall be posted on MESCA's website.

V – Training

MESCA will provide training to Ontario-based employees on Ontario's accessibility laws and the Ontario Human Rights Code and provide a system for recording and tracking completion of the training.

VI – Information and Communications

MESCA will ensure that essential information has been provided to persons with disabilities.

MESCA's About Us webpage is an accessible, public forum provided for receiving feedback. Alternative means of communication such as telephone, in-person and mail are also available.

Training on AODA and IASR standards shall be provided to MESCA employees responsible for communicating information within and outside of our organization.

VII – Website Information

In accordance with the IASR, MESCA can convert emergency and public safety information in an accessible format on request and in a timely manner.

MESCA's website meets the IASR requirements and conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

In addition, MESCA shall be open to hearing feedback requesting alternative formats and hearing requests to adapt and improve its website for accessibility purposes.

VIII – Recruitment, Selection and Commencement of Employment

MESCA is committed to accessible employment practices to attract and retain persons with disabilities.

MESCA shall take the following steps to fulfill these obligations with respect to the recruitment processes:

1. Provide in all MESCA job postings that accommodations will be available upon request for persons with disabilities.
2. Provide reasonable accommodations to persons with disabilities throughout all phases of the employment relationship.
3. Train all hiring managers on accessibility and human rights.
4. Inform all employees of policies relating to persons with disabilities, upon or promptly after hiring.
5. Consult with employees to determine the suitability of any accommodations.

IX – Accommodations

With regard to individual accommodations, MESCA shall do the following:

1. Ensure the engagement and participation of the employee requiring the individual accommodation.
2. If needed, arrange for an external medical evaluation to determine how an accommodation can be provided.
3. Carefully safeguard the privacy of the person with a disability and disclose only as much information regarding the disability that is needed to give effect to the accommodation.
4. Develop an individualized accommodation plan that addresses the specific needs of the person with a disability.
5. Foster effective communication with the person with a disability throughout the accommodations process.
6. Consider individual accommodation plans in the performance management process.

X – Review

1. MESCA's Director of Human Resources shall discuss issues of accessibility at the Joint Health and Safety Committee meetings, and with the support of the Director of Legal Compliance and Corporate Communications, monitor compliance with the requirements of the AODA, the IASR and any similar or successor legislation.
2. Accessibility policy reviews shall be conducted annually by the Director of Human Resources.
3. MESCA shall review and update this Multi-Year Accessibility Plan every three years to identify progress in removing barriers.

XI – Contact

1. For more information on this accessibility plan, please contact us at 905-475-7728