



At Matrix Electronics Limited, we have always set high standards for the way we conduct business -- in areas from corporate and social responsibility to sound business ethics including compliance with all applicable laws and regulations.

All Matrix associates and contractors, who interact with or provide service to the public, must comply with the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standard, and Customer Service Standards.

Matrix is committed to provide accessibility for persons with disabilities including our customers, associates, and visitors to our facilities. This policy has been prepared to meet the requirements of the Customer Service Standards of the AODA.

### **Accessibility Plan**

Matrix Electronics Limited will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five (5) years, and will be posted on the company's website. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.

### **Associates Training**

Matrix Electronics Limited will provide accessibility training to all associates dealing with customers or members of the public to create awareness and ensure compliance with the AODA legislation and standards.

Associates requiring training include those who, during the course of their employment:

- Develop employment policies and practices
- Interact with customers
- Interact with third-parties or vendors
- Interact with the general public, and/or
- Interview candidates during recruitment activities

Training will be provided periodically in connection with changes to the policy, its related practices and procedures, and/or substantial updates to the training material. The training will be appropriate to the duties of the associates, volunteers and other persons. Matrix will keep a record of the training it provides.

### **Assistive Devices**

Matrix Electronics Limited allows the use of assistive devices for persons with disabilities at all of our facilities. These devices may include but are not limited to:

- Manual and motorized wheelchairs, scooters, canes, crutches, walkers
- Assistive technology such as screen readers, screen magnifiers, and voice recognition

### **Service Animals and Support Persons**

Matrix Electronics Limited will allow persons with disabilities who are accompanied by a service animal to enter Matrix facilities, except where prohibited for health and safety reasons. Support persons accompanying customers with disabilities are welcome at our facilities.

### **Accessible Format and Communication Support**

Upon request, Matrix Electronics Limited will provide, or will arrange for the provision of accessible format and communication support for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Matrix will consult with the person making the request in determining the suitability of an accessible format or communication support.



### **Accessible Websites and Web Content**

Matrix Electronics Limited will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium's Web Content Accessibility Guidelines as outlined in the AODA legislation. As technology changes, Matrix will continue to monitor external and internal web pages, along with internal tools, to ensure compliance with AODA.

### **Recruitment**

Matrix Electronics Limited will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Matrix will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When using the resources/employees of various third party organizations (such as third party agency personnel, employees of other companies or Independent Contractors) that provide skills & expertise to Matrix, Procurement identifies the requirement for AODA to the Vendor. Employing agency/employers are responsible for Contractor accommodation needs under their own company AODA policies.

### **Individual Accommodation Plans**

Matrix Electronics Limited will maintain a written process for the development of individual accommodation plans for associates with disabilities. If requested, information regarding accessible format and communication support provided will also be included in individual accommodation plans.

### **Return to Work Process**

Matrix Electronics Limited will maintain a documented return to work process for its associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps Matrix will take to facilitate the return to work and will include individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (ie. Workplace Safety Insurance Act, 1997).

### **Performance Management, Career Development and Advancement & Redeployment**

Matrix Electronics Limited will take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.

### **Temporary Disruption of Services**

Matrix Electronics Limited will provide persons with disabilities with notice of a planned or unexpected disruption in Matrix facilities used by persons with disabilities. This notice may include information about the reason for the disruption, how long the disruption is expected to last, and a description to any alternative facilities available (if any).

### **Feedback**

Matrix Electronics Limited is committed to ensuring that the process for receiving and responding to feedback are accessible by providing or arranging for accessible formats and communication support, upon request. Matrix welcomes feedback from its associates, customers, visitors and vendors to:

#### **Matrix Electronics Limited**

Attn: Human Resources

1124 Mid-Way Blvd.,

Mississauga, ON L5T 2C1

Email: [donna@matricelectronics.com](mailto:donna@matricelectronics.com)