

# Multi-Year Accessibility Policy

---

## Purpose

This Policy affirms Ply Gem Canada's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and in a way that respects their dignity, independence, and rights of equal opportunity and access.

## Introduction

Ply Gem Canada is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities. This policy outlines Ply Gem Canada's strategy to prevent and remove barriers to accessibility and describes the Company's approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Policy will be updated at least every five years.

Ply Gem Canada welcomes feedback in relation to this Policy, in the format most convenient to the person requesting feedback. Our Accessibility Policies, Multi-Year Accessibility Plan, and other related policies are available on our website at [www.mittenbp.com](http://www.mittenbp.com) or [www.plygem.ca](http://www.plygem.ca).

## Customer Service Accessibility

Ply Gem Canada ensures training is provided to every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of the Company's policies, procedures and practices governing the provision of goods or services to the public

This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account

- The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to the Company's policies or procedures governing the provision of goods or services to persons with disabilities
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Ply Gem Canada's goods and/or services
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available
- Ply Gem Canada welcomes feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format;

Our Customer Service Accessibility Policy, feedback and document request procedure is available under the "Accessibility" link on our website at [www.mittenbp.com](http://www.mittenbp.com) or [www.plygem.ca](http://www.plygem.ca).

## **Emergency Procedures, Public Emergency Safety Information**

Emergency procedures and public emergency safety information that is prepared by Ply Gem Canada and made available to the public is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

## **Workplace Emergency Response Information**

Alternative emergency preparedness plans are created and updated, as required and as soon as practicable, for associates who Ply Gem Canada is aware are unable to follow the standard

emergency plan in their Company work location, as a result of a permanent or temporary disability.

## **Accessibility Policy and Multi-Year Accessibility Plan**

Ply Gem Canada created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility;

- The Policy and Plan are posted on our website ([www.mittenbp.com](http://www.mittenbp.com) or [www.plygem.ca](http://www.plygem.ca)) and will be provided in alternate formats upon request
- The Plan will be reviewed and updated at least once every five years

Ply Gem Canada is dedicated to ensuring that we meet or exceed the legislated accessibility requirements that will be phased in over time and as mandated by the provincial government.

The following requirements will be met as per the phased in approach to accessibility compliance by the year 2025:

### **1. Information and Communication**

Accessible Websites and Web Content:

- Ply Gem Canada will ensure that our website and web content meet the needs of persons with disabilities.
- If an employee with a disability requests it, Ply Gem Canada will provide or arrange for the provision of accessible formats and communication.

### **2. Employment**

- As per required accessibility-related legislation, accessibility will be integrated into Ply Gem Canada's employment-related practices as per the required timeframe set forth by provincial government.

### **3. Recruitment**

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes.

- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the company website.
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments.
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability.
- When making offers of employment, notify the successful applicant of Ply Gem Canada's policies for accommodating colleagues with disabilities.
- Develop and provide appropriate training to associates responsible for recruitment, assessment, and selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

#### **4. Workplace**

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new associates are provided information about Ply Gem Canada's accessibility policies as soon as practicable after employment commences, including a description of same in new hire information packages.
- Advise associates whenever there is a change to existing policies on the provision of workplace accommodations.
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which requesting associates will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the associate in a format that takes his or her accessibility needs into account.

#### **5. Return to Work from Disability-Related Leaves**

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work.
- Ensure documented individual accommodation plans comprise part of the return to work process.
- Develop and provide appropriate training to managers and other associates responsible for supporting the return to work process for associates who require accommodation in

order to return to work and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

## **6. Performance Management, Career Development and Redeployment**

- Review and, as necessary, modify existing performance management, career development.
- Redeployment processes to ensure that the accessibility needs and individual accommodation plans of colleagues with disabilities are taken into account.
- Develop and provide appropriate training to managers and other colleagues responsible for supporting or impacting performance management, career development and advancement, and redeployment processes, and a training schedule for same that will ensure compliance with the processes on a continuous basis.

### **Training**

Ply Gem Canada will ensure that training is delivered to all associates, volunteers and those who provide services on the Company's behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

Ply Gem Canada will:

- Develop and implement appropriate training materials;
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever Ply Gem Canada alters its policies and practices regarding accessibility;
- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

This Policy will be reviewed every 5 years or earlier based on required legislation.