

2025 Accessibility Action Plan Progress Report

Wirecomm Systems (2008) Inc.

Feedback Process and Implementation

Wirecomm Systems (2008) Inc. encourages ongoing feedback to ensure that its workplace is safe, inclusive, and responsive to all employees, clients, and visitors. Accessibility-related feedback is collected through multiple accessible channels, including:

- **Mail and Courier** (107 Corstate Avenue, Concord, ON)
- **Telephone** (905-760-8018 ext. 234)
- **Email** (marora@wirecommca.com)
- **In-Person** visits by appointment
- **Digital Platforms** (internal HR portal and anonymous feedback boxes)

All feedback is reviewed by the Designated Accessibility Representative. Anonymous submissions are accepted and retained for a minimum of seven years.

Wirecomm maintains a **48-hour response target** for operational requests, accommodations, or return-to-work inquiries. This timeline reflects our commitment to acting promptly and thoughtfully.

In 2025, employee feedback played a direct role in identifying and resolving several barriers. One key example includes feedback around performance management, communication clarity, and mental health support. These insights led to the development of:

- A formal **Performance Management System** integrated into the ATS, launching Q3 2025
- Updated onboarding and orientation materials with inclusive language.
- Successful pay equity plan implementation
- Provision of Employee Assistance Programs
- Expanded visual training aids and improved job support resources for technicians
- Increased communication touchpoints for new hires and returning employees

This feedback-driven approach ensures that Wirecomm's accessibility actions remain grounded in real needs, helping to create a supportive and equitable workplace for all.

1. Employment – Progress Summary

Over the past year, Wirecomm successfully integrated accessibility into all stages of the recruitment and employment cycle. Job postings now clearly communicate the availability of accommodations, both on our website and through the Applicant Tracking System (ATS). Recruitment policies were updated to reflect inclusive practices, and interview scripts now include prompts to inform candidates of available accommodations. Where needed, accommodations were arranged in consultation with applicants. Offer letters now reference our accessibility policies to ensure early support.

For existing employees, accessibility policies are covered in orientation and made available in multiple formats. HR communicates any updates clearly across teams. During the Pay Equity implementation, accessible formats were provided upon request, and documents were adapted for screen-reader use. Each case was handled in consultation with the employee.

To further support well-being, Wirecomm continues to offer 24/7 Employee Assistance Programs (EAP), providing confidential access to mental health support, counselling, and work-life resources. These services are promoted during onboarding and through internal communications. Accommodation and return-to-work plans have been developed in collaboration with WSIB, managers, and employees, with privacy, individualized assessments, and ongoing reviews in place. All plans are documented and follow a structured process.

Accessibility is now embedded in performance management, career development, and redeployment. The updated ATS will support monitoring in Q3 2025. Career development focuses on performance rather than seniority, and internal mobility includes accommodations as a standard consideration.

Barriers and Remaining Items:

- Low self-identification rates for invisible disabilities.
- Some new hires require more consistent follow-up post-orientation.
- Continue implementation of ATS-based performance tracking in Q3 2025.

2. The Built Environment

Wirecomm has made meaningful improvements in the physical environment of its facilities. Renovations completed last year introduced accessible counters, improved lighting, and new signage to assist individuals with visual impairments. Ramps and designated accessible pathways were reviewed and confirmed to be fully operational, ensuring unimpeded access to and throughout the workplace. Wheelchair-accessible seating arrangements were also installed in shared office and meeting spaces.

To support the longevity of these enhancements, a maintenance response process was put in place to ensure accessibility-related infrastructure is serviced promptly. Equipment breakdowns or disruptions are now logged and prioritized, and employees are informed via email or posted

signage when access points or facilities are temporarily unavailable. Alternative access options are also communicated as part of the disruption protocol.

Barriers and Remaining Items:

- Older areas lack tactile walking surface indicators and mobility-sensitive features.
- Handrail improvements and tactile signage are pending in select areas.

3. Information and Communication Technologies (ICT)

In the area of ICT, Wirecomm continued to make progress toward digital accessibility. We reviewed and updated key HR documents into accessible PDF formats and redesigned presentation templates to include large fonts, high-contrast colour schemes, and clean layouts. All new employee training videos now come with captions and transcripts, and visuals are supplemented by plain language and simple icons for better understanding. Employees were also consulted directly when requesting specific communication formats to ensure their preferences were respected and met in a timely and cost-free manner.

Wirecomm's website and web content continue to be updated to meet WCAG 2.0 Level AA compliance standards. We collaborated with the Corporate team to ensure all new web-based content produced in 2024–2025 meets accessibility benchmarks. Ongoing reviews of internal systems and employee portals are planned to ensure screen-reader compatibility and ease of navigation.

Barriers and Remaining Items:

- Working on formal internal audit cycle for digital content accessibility.

4. Communication

No formal requests for communication through American Sign Language, Quebec Sign Language, or Indigenous sign languages were received during this period. However, Wirecomm remains prepared to address such needs as they arise on a case-by-case basis. Managers and HR continue to encourage employees to raise any communication needs, and check-ins with supervisors are used as informal opportunities for feedback. This approach has helped identify individual needs early and provide appropriate support.

Barriers and Remaining Items:

- No formal sign language process in place (due to no demand).
- Develop readiness strategy to support potential future requests.

5. Procurement of Goods, Services and Facilities

Accessibility considerations have been increasingly integrated into procurement activities. While formal service contract templates are still under review, our procurement team has taken active steps to consider accessibility requirements in purchases related to yard construction and facilities upgrades. Delivery points and fulfillment processes were reviewed to remove potential barriers, and our team is in the process of receiving targeted training on evaluating supplier practices through an accessibility lens. A checklist for accessibility compliance during the procurement cycle is being finalized and will be implemented by the end of 2025.

Barriers and Remaining Items:

- Procurement staff training on accessibility still ongoing.

6. Design and Delivery of Programs and Services

Wirecomm continues to focus on supporting employees involved in physically demanding work through targeted accommodations. The ride-along support system remains a practical solution, pairing employees who require assistance with experienced field staff. Printed and visual training materials have been developed to improve clarity, especially for technicians with language or learning barriers. These materials include simplified language, diagrams, and scenario-based instructions.

Additionally, communication tools for field technicians have been updated to improve customer interactions. New reference sheets and job aids have been distributed to reduce misunderstandings and improve service efficiency, particularly in installations requiring physical effort or environmental awareness.

7. Transportation

This area remains not applicable to Wirecomm's operations, as the company does not operate or manage transportation services directly.

8. Feedback Process and Implementation

Wirecomm Systems (2008) Inc. encourages continuous feedback from employees and stakeholders to support an inclusive and responsive work environment. Accessibility-related

feedback may be submitted through various accessible channels, including mail, telephone, email, in-person discussions, digital platforms, and anonymous drop boxes located at company facilities.

All feedback is reviewed by the Designated Accessibility Representative and, where appropriate, shared with relevant managers or leadership for timely resolution. Wirecomm maintains a **48-hour service standard** to acknowledge and begin addressing operational accessibility requests, including accommodation or return-to-work (RTW) inquiries. While timelines may vary depending on complexity, this target reflects our commitment to prompt action and barrier removal.

In 2025, Wirecomm undertook a company-wide **Pay Equity Plan implementation**, during which **employees were notified with zero-day notice** and invited to review the plan and provide feedback immediately. Feedback was encouraged through both formal and informal channels, and employees were offered support to review documents in accessible formats as needed. Responses were reviewed collaboratively by HR, and necessary clarifications or adjustments were made where appropriate.

Additionally, Wirecomm receives regular accessibility-related feedback through **union representatives**, who raise concerns or requests directly on behalf of members. These issues are reviewed immediately, and in most cases, resolved effectively without delay. This direct feedback loop has proven instrumental in eliminating workplace barriers and ensuring that employee voices are heard in real time.

Overall, feedback has led to significant improvements in 2025, including the development of a **structured performance management system**, better onboarding communication, and expanded visual training aids. This feedback-driven model ensures that Wirecomm's accessibility initiatives are not only compliant, but also employee-informed and continually evolving.

Barriers and Remaining Items:

- Continuous tracking of informal feedback and its resolution with always a scope to improve internal communication around resolution timelines.