

## **Wirecomm Feedback Policy**

### **Purpose**

Wirecomm Systems (2008) Inc. is committed to identifying, preventing, and removing barriers to accessibility in compliance with the Accessible Canada Act. This policy outlines how feedback is received, processed, and used to support continuous improvement in accessibility across all areas of operation.

### **Designated Accessibility Contact**

All accessibility-related feedback is managed by:

#### **Manisha Arora**

Sr. HR Manager and Designated Accessibility Representative

email: [marora@wirecommca.com](mailto:marora@wirecommca.com)

phone: 905-760-8018 ext. 234

address: 107 Corstate Avenue, Concord, ON L4K 4Y2

Employees may initially speak with their supervisors or managers, but feedback related to accessibility and all the matters is directed to the Designated Representative for review and follow-up.

### **How to Submit Feedback**

Feedback may be submitted through any of the following methods:

- **By Mail:**  
Wirecomm Systems (2008) Inc.  
Attn: Manisha Arora – Accessibility Feedback  
107 Corstate Avenue, Concord, ON L4K 4Y2  
*(Mail and courier submissions are logged upon receipt and stored securely. Feedback in alternate formats such as video or audio is accepted.)*
- **By Telephone:**  
905-760-8018 ext. 234  
*(Messages may be recorded. For verbal feedback, transcripts will be created with the contributor's confirmation when possible. Video Relay Services (VRS) are accepted.)*
- **By Email:**  
[marora@wirecommca.com](mailto:marora@wirecommca.com)  
*(Attachments are accepted. Contributors will receive an acknowledgment within 48 hours where contact information is provided.)*

- **In Person:**  
Feedback may be shared in person at our Concord office. Please contact in advance to ensure availability and access to accommodations.
- **Other Means (if applicable):**  
Feedback through our internal HR portal and company digital platforms is monitored and logged. Employees may also use anonymous HR feedback boxes in shared areas.

## **Anonymous Feedback**

Feedback may be submitted anonymously through physical drop boxes or via email without personal identifiers. Anonymous feedback is reviewed with the same care and consideration as identified submissions. While no acknowledgment is issued for anonymous input, all submissions are retained securely for a minimum of seven years in compliance with ACA regulations.

## **Acknowledgment and Response Timeline**

Wirecomm follows a **48-hour target response time** for all accessibility-related feedback, including operational concerns, return-to-work planning, or accommodation requests. While actual response times may vary based on complexity, our goal is to acknowledge and begin resolution within two business days.

Feedback that does not require a specific follow-up will still be reviewed and incorporated into our ongoing accessibility planning and policy development.

## **How Feedback is Used**

All feedback is reviewed by the Designated Accessibility Representative. Where appropriate, it is shared confidentially with relevant departments or senior leadership to guide improvements.

Wirecomm is committed to fostering a barrier-free workplace through active listening, collaboration, and continuous improvement.