

MATERA CARPENTRY CONTRACTORS LTD.

MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Matera Carpentry Contractors Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and Ontario Regulation 191/11: Integrated Accessibility Standards (the “**Regulation**”).

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. This Plan is reviewed and updated at least once every 5 years.

We will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Standard and accessible formats of this document are free on request by contacting Diane Cianfrano.

Past Achievements to Remove and Prevent Barriers

a. Customer Service

Take appropriate action to promptly address disruptions to accessible services or infrastructure. - Once made aware of disruption we will quickly and promptly assess the situation and correct it.

Establish a dedicated email address and/or text service for accessibility-related feedback. You may find this information on our website

Ensure that all sites are accessible to individuals with assistive devices, service animals or support persons. We will accommodate the individual to the best of our ability. If they are not able to go up steps we will arrange a proper location where the individual will be able to access.

Customers will be able to find a feedback comment on our website with regard to accessibility standards

b. Information and Communications

All our documents and platforms are of an appropriate font size. We will accommodate if requested.

Review our website content on an annual basis to ensure it is in an accessible format using appropriate technology and software applications.

On our website there are a variety of options that are available to customers regarding methods of contacting us, providing feedback, and providing requested documents.

c. Recruitment and Employment

Individuals are able to drop off a resume/application personally at our office, and also able to e-mail their resumes as well to dcianfrano@matera.ca

Accessibility Policy & Accessibility Plan is uploaded on our website.

Employees with disabilities will be in consideration with all organizational events and we will listen to their suggestions.

Diane Cianfrano / Frank Domenichiello / Marco Domenichiello will be accountable for accessibility issues regarding employees

To consult with employees that have an accessibility-related accommodation in place on a bi-annual basis to determine if further measures are necessary.

d. Training

Strategies and Actions

The following represent specific actions that Matera Carpentry Contractors Ltd. plans to take to further its accessibility goals, and the timelines for each action.

a. Customer Service

Matera Carpentry Contractors Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. To further this commitment, Matera Carpentry Contractors Ltd. plans to:

ACTION	TIMEFRAME
Update a training program for staff regarding the above-noted initiatives.	To complete by 2026

b. Information and Communications

Matera Carpentry Contractors Ltd. is committed to making our information and communications accessible to people with disabilities. To further this commitment, Matera Carpentry Contractors Ltd. plans to:

ACTION	TIMEFRAME
Update a training program for staff regarding the above-noted initiatives.	To complete by 2026

c. Recruitment and Employment

Matera Carpentry Contractors Ltd. is committed to fair and accessible employment practices. To further this commitment, Matera Carpentry Contractors Ltd. plans to:

ACTION	TIMEFRAME
Update a written process for the development of documented individual accommodation plans for employees with disabilities.	To complete in 2026
Update a performance management process for employees that considers disability-related needs.	To complete in 2026
Update a return-to-work process for employees on a disability-related leave.	To complete in 2026
Update an emergency response plan that takes into account disability-related needs.	To complete in 2026

d. Training

Matera Carpentry Contractors Ltd. is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario *Human Rights Code* as it applies to people with disabilities. To further this commitment, Matera Carpentry Contractors Ltd. plans to:

ACTION	TIMEFRAME
Appoint an Accessibility Coordinator and/or Committee to provide accessibility training to all employees and complete and annual review of our Accessibility Policy.	To complete in 2026

Matera Carpentry Contractors Ltd. **Accessibility Contact**

For more information on this accessibility plan, please contact Diane Cianfrano at dcianfrano@matera.ca or (905) 669-0422 extension: 222.