



Multi-Year Accessibility Plan

2024-2028

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INTRODUCTION

The 2024-2028 MYAP outlines goals and reaffirms Hubbell Canada's commitment to creating an accessible environment and advancing efforts to create an equitable and inclusive society that values the contribution of peoples with disabilities.

Hubbell Canada strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Hubbell Canada is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. 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. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We 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.

DEFINITIONS AND ABBREVIATIONS

ACR	Accessibility Compliance Report
AODA	Accessibility for Ontarians with Disabilities Act
As soon as practicable	Doing something promptly or without undue delay, taking into consideration what is reasonable and feasible given constraints and circumstances.
Disability	An umbrella term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations.
MYAP	Multi-Year Accessibility Plan
Stakeholder	A person with an interest or concern in something, especially a business.

ACCESSIBILITY POLICY

We are committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

Actions taken:

- The Accessibility policy (PP718) was developed and approved.
- The Accessibility policy was reviewed and updated in accordance with internal review processes.
- The Accessibility policy will be made available in an accessible format to customers requesting a copy of the policy.

Actions Planned:

- Continue to review the AODA policy at least every five years or whenever practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy.

MULTI-YEAR ACCESSIBILITY PLAN

Hubbell Canada is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of Hubbell Canada stakeholders with disabilities.

Actions taken:

- A multi-year accessibility plan was revised in 2024.
 - o Current accessible formats of the MYAP include Microsoft Word, and large print. Other formats of the MYAP are available upon request.

Actions planned:

- Post multi-year accessibility plan to Hubbell Canada website.
- <https://hubbellcdn.com/ohwassets/HCE/Hubbell%20Canada/certificates/Accessibility-Policy.pdf>
- Provide the plan in accessible formats on request.
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders.
 - o The MYAP will be reviewed by the Director of Human Resources and any other delegates they see fit and signed off by the director once approved.

CUSTOMER SERVICE

Hubbell Canada is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, and visitors with disabilities. The Accessible Customer Service Standard under the IASR requires Hubbell Canada to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Actions taken:

- Provide all stakeholders with barrier-free service and service that fosters dignity, respect, and independence.
- All customer facing employees have been trained on interacting with customers of all abilities and we maintain records of the training that is provided.
- Assistive devices and service animals are permitted on all Hubbell premises locations in areas where customers have access.
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served.
- Customers are informed when accessible services are temporarily unavailable.
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies.

Actions planned:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies.

EMPLOYMENT

Hubbell Incorporated, its subsidiaries and affiliates, is an Equal Opportunity Employer and provide accommodations for disabilities, where needed, to support their participation in the recruitment process.

Actions taken:

- All postings to the public-facing careers website include notice about equal consideration regardless of race, colour, religion, sex, citizenship, disability, protected veteran status, sexual orientation, gender identity or any other protected class.

Actions planned:

- Review and revise any applicable HR policies/Handbook to explain requirement and Company's commitment to compliance.
- Continue addressing barriers to recruitment.

INFORMATION AND COMMUNICATIONS

Hubbell Canada is committed to making information and communication accessible to peoples with disabilities. We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible, and they meet the needs of persons with disabilities. Hubbell Canada will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions planned:

- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Develop guidelines and best practices for creating accessible documents.
- Develop best practices to make email communication more accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

TRAINING

Hubbell Canada is committed to providing appropriate AODA training to all employees, and volunteers including management, those who provide goods, services, and facilities, and all people participating in the development and approval of the Hubbell Canada policies. Training content includes the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities and has been kindly provided by the Ontario Human Rights Commission.

Actions taken:

- The aforementioned groups are trained on the requirements of the accessibility standards and on the Human Rights Code. Training includes the following sections:
 - o Introduction
 - o The Code
 - o Understanding the Duty to Accommodate
 - o Applying Human Rights Principles
 - o Compliance and Enforcement
- Added accessibility training as part of the new hire onboarding checklist.
- Training records are maintained and can be provided as required.

Actions planned:

- Provide training for new employees as soon as practicable.
- Review, update, and retrain employees yearly or as changes to the accessibility standards or Human Rights Code are made.

ACCESSIBLE EMPLOYMENT POLICIES

Hubbell Canada is committed to ensuring accessible employment policies, encompassing workplace emergency response information, individual accommodation plans, and the return-to-work process. This comprehensive approach guarantees all employees can safely navigate emergencies, receive personalized accommodations, and seamlessly transition back to work. Our dedication to equity and inclusivity in the workplace underscores our commitment to accessibility. All aspects of the employment policies follow the guidelines set out by the Ministry for Seniors and Accessibility.

Actions Taken:

- Updated on-site ACR binder to include the following items:
 - o Memorandum notifying availability of self assessment forms and individualized emergency response information.
 - o Current accessibility compliance report.
 - o Hubbell Canada Policy PP718 (Accessibility Policy)
 - o Ministry for Seniors and Accessibility form 0047E - Sample Return to Work Process.
 - o Ministry for Seniors and Accessibility form 0048E - Individual Accommodation Plan Process.
 - o Appendix A, C, and D of Ministry for Seniors and Accessibility form ON00032E
 - Sample Self Assessment Form.
 - Consent to Share Individualized Emergency Response form.
 - Sample Employee Emergency Response Information.

Actions Planned:

- Review and update employment policies on a yearly basis or as required changes are made.

FEEDBACK

We welcome your inquiries and feedback about accessibility and our efforts to meet the AODA and the IASR. Alternate formats such as large print, Microsoft Word, text transcripts, audio formats and other arrangements are available upon request.

Please contact us:

- Online: <https://www.hubbell.com/hubbellcanada/en/contact-us>
- By phone: 1-800-465-7051
- Or by email: serviceexcellence@hubbell.ca