



HEAD OFFICE: 71301 LONDON ROAD, EXETER, ON N0M 1S3
WWW.DELTAPOWER.CA WWW.DELTAUSED.CA

Title: Accessibility Plan

Date of Issue: December 12, 2023

Delta Power Equipment is committed to providing a safe, supportive, and respectful environment that provides accessible service in a manner that respects the dignity and independence of persons with disabilities. Delta Power Equipment is dedicated to meeting the accessibility requirements under the Integrated Accessibility Standards Regulations (the "IASR") of the Accessibility for Ontarians with Disabilities Act ("AODA"). Along with this commitment, we have developed an accessibility plan that outlines our strategy to meet the needs of its employees and customers with disabilities by working to remove and prevent barriers to accessibility.

In accordance with the requirements set out in AODA's Integrated Accessibility Standards Regulations (IASRs), Delta Power will:

- Establish, review and update this plan in consultation with persons with disabilities.
- Post this plan on the appropriate corporate websites.
- Report, as required on the appropriate corporate websites on the progress of the implementation of this plan.
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five (5) years.

Establishment of Accessibility Policies- *Effective January 1, 2014*

Delta Power Equipment has implemented the following:

- Develop, implement and maintain a corporate policy governing how the organization will achieve accessibility.
- Establish, implement and maintain a multi-year accessibility plan
- Include within the accessibility plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner;
- And make the corporate policies and Accessibility plan available to the public on Delta Power's website and in accessible formats upon request.

Training- *Effective January 1, 2015*

Delta Power Equipment has implemented the following:

- Training is provided to all staff, volunteers and those who participate in developing the organization's policies on the requirements of the accessibility standards referred to in the IASR and on the Ontario Human Rights Code as it relates to people with disabilities.
- Maintain records of training

Feedback, Accessible Formats and Communication Supports- *Effective January 1, 2014*

Delta Power Equipment has implemented the following:

- Developed a process for receiving and responding to feedback and ensures that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Has notified the public via Delta Power Equipment website of the availability of accessible formats and communication support for person with disabilities, upon request; and provide or arrange in a timely manner that takes into account the persons accessibility needs.
- Ensures the person making the request will be consulted to determine suitability of an accessible format of communication.

Accessible Website and Web Content- *Effective January 1, 2021*

Delta Power Equipment has implemented the following:

- New internet websites and new content on websites to be accessible through the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Employment Standards

Recruitment- *Effective January 1, 2016*

Delta Power Equipment has implemented the following:

- Delta Power Equipment recruitment postings specify that accommodations are available for applicants with disabilities.
- Inform applicants selected to participate in the recruitment process that accommodations are available, upon request, in relation to materials and processes to be used.
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of its policies for accommodating associates with disabilities.

Employee Supports- *Effective January 1, 2016*

Delta Power Equipment has implemented the following:

- Inform new hires of Huron Tractor's policies to support employees with disabilities and keep employees up to date on changes to these policies.
- Upon request from an employee with a disability, provide suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees.

Individual Accommodation Plans/Return to Work Process- *Effective January 1, 2016*

Delta Power Equipment has implemented the following:

- Develop a written process for the development of individual accommodation plans.
- Develop and document a return-to-work process for employees who have been absent due to a disability; the process shall outline the steps Huron Tractor will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process.

Performance Management, Development, and Redeployment- Effective January 1, 2016

Delta Power Equipment has implemented the following:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Huron Tractor's performance management processes, considering career development and advancement opportunities and redeployment of its employees with disabilities.

Feedback

Delta Power Equipment welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns. Delta Power will ensure our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports, on request.

For feedback please contact: The Human Resources Department.

By Mail: 71301 London Road, Exeter, ON N0M 1S3

By Phone: 519-235-2121

By Email: hr@deltapower.ca