National Engineered Fasteners Inc. (NEF)

Multi-Year Accessibility Plan (2025–2030)

Published: November 21, 2025

Next Review: Every 5 years or sooner if required

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1. Introduction

National Engineered Fasteners Inc. (“NEF”) is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to creating an inclusive, barrier-free environment where all individuals—employees, customers, suppliers, and visitors—are treated with dignity, respect, and equality.

This Multi-Year Accessibility Plan outlines the steps NEF will take between **2025 and 2030** to identify, remove, and prevent barriers to accessibility across the organization.

The plan will be reviewed annually, and updates will be posted as progress is made.

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2. Statement of Commitment

NEF is committed to providing accessible goods, services, and employment practices in a manner that:

- Respects the dignity and independence of people with disabilities
- Ensures equal access and opportunity
- Seeks integration wherever possible
- Meets or exceeds AODA requirements and deadlines

Accessibility is a shared responsibility across all departments.

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3. Customer Service Standard

Completed Initiatives

- Accessible Customer Service Policy implemented.
- Training provided to all employees, contractors, and new hires.

- Feedback processes established in accessible formats.

Actions (2025–2030)

- Annual refresher training for staff.
- Review customer service processes annually to ensure accessibility.
- Ensure availability of all service information in accessible formats upon request.
- Maintain ongoing communication regarding assistive devices, service animals, and support persons.

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4. Information & Communications Standard

Completed Initiatives

- Public information available in accessible formats upon request.
- Feedback channels accessible and monitored.

Actions (2025–2030)

- Continue ensuring all new website and digital content meets **WCAG 2.0 Level AA** requirements.
- Develop internal guidelines for creating accessible documents (PDFs, forms, etc.).
- Train employees responsible for communication on accessible content creation.
- Review NEF’s website annually for accessibility compliance and perform audits as needed.

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5. Employment Standard

Completed Initiatives

- Accommodation statements included in job postings.
- Accommodation provided throughout recruitment and selection processes.
- Individual Accommodation Plans (IAPs) available for employees requiring workplace adjustments.
- Return-to-Work (RTW) process implemented.
- Emergency response information provided to employees with disabilities.

Actions (2025–2030)

- Continue training HR, hiring managers, and leaders on accessible employment practices.

- Review and update IAP templates and RTW processes annually.
- Conduct annual audit of job descriptions to ensure accommodation requirements are included.
- Develop additional tools for leaders to help support employees requiring accommodations.
- Implement proactive workplace assessments to identify ergonomic or accessibility needs.

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6. Built Environment Standard (where applicable)

Completed Initiatives

- Accessible routes, parking, and entrances available where required.
- Accessible washrooms maintained.

Actions (2025–2030)

- Conduct annual accessibility inspections of all NEF facilities.
- Improve signage, lighting, and wayfinding where needed.
- Ensure any renovations or new construction meet AODA Design of Public Spaces Standards.
- Maintain accessible features (e.g., ramps, doors, emergency exits) and ensure prompt repair if disrupted.

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7. Training

Completed Initiatives

- All employees have received AODA and Human Rights Code training.

Actions (2025–2030)

- Continue mandatory AODA training for all new hires within their first 30 days.
- Provide refresher training when policies or legislation change.
- Enhance training modules with real workplace scenarios and interactive learning.

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8. Feedback and Continuous Improvement

Actions (2025–2030)

- Maintain multiple accessible methods for feedback (email, phone, in-person, alternate formats).

- Review feedback quarterly and evaluate opportunities for improvement.
- Report annually on progress to senior leadership.

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9. Emergency Response & Safety Information

Actions (2025–2030)

- Update individualized emergency response plans annually or when an employee's needs change.
- Assess emergency exits and routes to ensure accessibility.
- Train emergency coordinators on assisting persons with disabilities during evacuations.

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10. Procurement

Actions (2025–2030)

- Consider accessibility when procuring equipment, technology, or services.
- Request accessibility-compliant materials and features from vendors whenever possible.
- Ensure procurement staff receive accessibility training as needed.

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11. Plan Review & Availability

- The Multi-Year Accessibility Plan will be reviewed and updated at least every **five years**.
- Updates will be posted on the company website.
- The plan will be available in accessible formats upon request.

Approval

General Manager

National Engineered Fasteners Inc.

Date: November 21, 2025