1.0 Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

2.0 Message from Jempak's Executive Leadership Team – AODA Statement of Commitment to Accessibility

In fulfilling the mission and purpose of the AODA, Jempak Corporation ("Jempak"), A First Quality Home Products Company, is committed to providing an environment that respects the dignity and independence of all individuals regardless of abilities. This includes all stakeholders, including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations. Jempak understands that we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We will review these policies as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will endeavour to meet the needs of individuals with disabilities in a timely and effective manner. Providing an accessible environment is a shared effort, and as an organization, Jempak is committed to working with the necessary parties to make accessibility for all a reality.

For more detailed information on our accessibility policies, plans and training programs, please contact Human Resources:

Michele Jackman
mjackman@jempak.com
(905) 738-5656

3.0 INTRODUCTION

3.1 Jempak strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

3.2 We are 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.

3.3 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.

3.4 We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

3.5 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.

4.0 Section 1. Past Achievements to Remove and Prevent Barriers

4.0 This section highlights specific projects and programs the organization has implemented to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

4.1 Customer Service: Jempak has remained in compliance with this standard, and in how customer feedback is submitted. For example, Jempak took actions to address the feedback received and to identify/address potential barriers that may prevent people from giving feedback.

4.2 Information and Communications: Jempak has remained in compliance with this standard, for example, we communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving, and requesting goods and services.

4.3 Employment: Jempak has remained in compliance with this standard, for example, we are committed to supporting employees who have been absent from work due to a disability and who require accommodation in order to return to work in a safe and timely return to work. Example:

- When an employee had issues with their shoulder their task was modified to ensure they did not have to conduct tasks that would agitate their shoulder.
- When an employee sprained their ankle, they were assigned a task that did not require them to walk throughout the plant and were provided with a chair to sit on to aid in the healing of their ankle.
- When an employee had personal surgery, they were provided with administrative tasks until their primary medical practitioner cleared them to return to full duties.
- When an employee had surgery on their arm they were provided with modified work as specified by their medical practitioner, until such time they were cleared to return to full duties.
- We have a wheelchair available if it is ever required.

4.4 Procurement: For example, accessibility features include technical features (e.g., software), and structural features (e.g., physical design, including hardware or product specifications). Jempak has remained in compliance with this standard.

4.5 Training: Jempak has remained in compliance with this standard, and has provided training, for example, we provided training to all employees. Newly hired employees go through AODA training. Employees are specifically trained in how to approach individuals that are not wearing the appropriate company provided identification.

5.0 PROCEDURE

5.0 We will continue to implement projects and programs to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities. Customer Service: Jempak is committed to providing accessible customer service to people with disabilities. This means that we provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

- Communication

  We communicate with people with disabilities in ways that take into account their disability.

  We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- Telephone Services

  We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

- Assistive Devices

  We ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

- Use of Service Animals and Support Persons

  We ensure that all staff are properly trained on how to interact with people with disabilities who are accompanied by a service animal.
  Any person with a disability who is accompanied by a support person is allowed to enter the premises with his or her support person. At no time is a person with a disability, who is accompanied by a support person, prevented from having access to his or her support person while on our premises.

- Notice of Temporary Disruption

  Jempak provides expected visitors and vendors with notice in the event of a planned or unexpected disruption in services at our premises. This notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. If required, the notice would be placed at the main entrance to our premises. Example, we will handle times when accessible parts of our outdoor paths of travel are not working or available. We will post a sign to explain the disruption and set up a temporary alternative. We will notify our staff and expected visitors and vendors in advance by email or phone.

5.1 Information and Communications: Jempak is committed to making our information and communications accessible to people with disabilities.

5.2 Employment: Jempak is committed to fair and accessible employment practices. For example, we have a procedure (P&P No.: PP24) to outline the return-to-work process to facilitate an employee's safe and timely return to work.

5.3 Procurement: Jempak is committed to fair and accessible procurement practices when the need arises.

5.4 Training: Jempak 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.

- Jempak provides training to all employees who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

- Training includes the following:
  - ✓ the purposes of the AODA and the requirements of the Customer Service Standard
  - ✓ how to interact and communicate with people with various types of disabilities
  - ✓ how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - ✓ what to do if a person with a disability is having difficulty in accessing Jempak's goods and services
  - ✓ Jempak policies, practices, and procedures relation to the Customer Service Standard

- Applicable staff are trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities

- Staff are also trained on an ongoing basis when changes are made to these policies, practices, and procedures

6.0 For More Information

For more information on this accessibility plan, please contact:

Michele Jackman
Telephone Number: 905-738-5656 ext. 5182
Email Address: mjackman@jempak.com

Our accessibility plan is publicly posted on the Jempak Website – www.jempak.com

Standard and accessible formats of this document are free on request from:

Michele Jackman
Telephone Number: 905-738-5656 ext. 5182
Email Address: mjackman@jempak.com

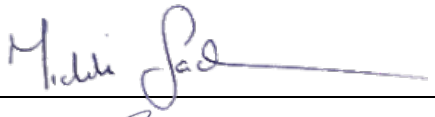
7.0 References

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standard for Customer Service, Ontario Regulation 429/07

8.0 DOCUMENT REVISION HISTORY

Revision:	**Sec/Para Changed:**	**Change Made:**	**Date:**
00	N/A	Initial Issue of Document	October 30, 2021
1		Review and Update Format	May 29, 2021
2		Update Logo, footer, Policy number and name	February 6, 2026

9.0 AUTHORIZATIONS

Name & Title	Signature	Date
Emil Tarnowsky Head of Operations and Supply Chain		Feb 6 2026
Michele Jackman HR Director		Feb 6 2026
Rob Ward Head of Finance		Feb 6 2026