HW Partners

Multi-Year Accessibility Plan

HW Partners strives to meet the needs of its employees and clients with disabilities and is committed to removing and preventing barriers to accessibility.

HW Partners is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). 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 five 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.

Customer Service

HW Partners is committed to providing accessible client 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. Our initiatives include but are not limited to:

- 2026: Client feedback processes are accessible to persons with disabilities, upon request.
- 2026: Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by HW Partners.
- 2026: A client with a disability who is accompanied by a guide dog, service animal, or service dog is allowed access to premises that are open to the public.
- 2026: If a client with a disability is accompanied by a support person, both persons are allowed to enter the premises together and the client is given access to the support person. Consent must be obtained from the client before confidential information is discussed while the support person is present.
- 2026: In the event of a temporary disruption of facilities or services required by clients with disabilities to access or use HW Partners' services, reasonable efforts are made to provide advance notice.

Information and Communications

HW Partners is committed to making our information and communications accessible to people with disabilities. Our initiatives include but are not limited to:

- 2026: Accessible formats and communication supports are available upon request and will take into account the person's accessibility needs due to disability. We will consult with the person making the request to determine the suitability of an accessible format or communication support.
- 2026: Recruiters will offer accommodation support to candidates being selected for interview.

- 2026: On our careers webpage, we indicate that job and workplace accommodations are available upon request.
- 2026: Documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes the client's disability into account.
- 2026: Upon request, an employee and/or client with a disability will receive an emergency response plan in an accessible format, which will include a person designated to help them in case of emergency.
- 2026–2027: Continue efforts to ensure our website (hwpartners.ca) conforms to WCAG 2.0 Level AA, as required under the AODA.

Employment

HW Partners is committed to fair and accessible employment practices. Our initiatives include but are not limited to:

- 2026: Policies on accommodation and supports are included in the Employee Handbook and reviewed annually.
- 2026: Upon request, we will consult with employees with disabilities to provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job, as well as information generally available to employees in the workplace.
- 2026: Upon request, we will develop individual accommodation plans for employees with disabilities.
- 2026: We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process.
- 2026: We will take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement opportunities.
- 2027: Review and update return-to-work policies to ensure they address the needs of employees with disabilities.

Training

HW Partners 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. Our initiatives include but are not limited to:

- 2026: Maintain and deliver training covering the AODA and the Ontario Human Rights Code as it pertains to people with disabilities, customized to different employee roles.
- 2026: Training is provided to all new hires as soon as practicable after joining the firm, and to existing staff upon any relevant policy changes.
- 2027: Review training materials to ensure they reflect current AODA requirements and best practices.

More Information

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available free on request from the contact above.

Our accessibility plan is publicly posted at www.hwpartners.ca.

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