



## Current Accessibility Plan

### Intent

The intent of this Accessibility Plan is to present A.O. Smith Enterprise Ltd.'s commitment to reaching compliance under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation's (IASR) three key areas: Customer Service, Information & Communication, and Employment. Alternative options to view this information can be made upon request. Additionally, all the policies and procedures mentioned in the plan can be made available upon request. Please see company contact info at the end of this document.

Accessibility Requirement			Due Date	Results
	Current Policies	Individual Responsible		
<b><i>CUSTOMER SERVICE</i></b>				
<b>Establishment of accessibility policies:</b>				
<ul style="list-style-type: none"> <li>Instructions on how to interact and communicate with customers with various types of disabilities;</li> </ul>	-HR003: Customer Service Policy	-HR	- Policy Done	
<ul style="list-style-type: none"> <li>Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> </ul>	- HR003: Customer Service Policy	-HR	-Refresher training completed yearly and for all new employees	-Customer Service Training provided (HR Downloads)

<ul style="list-style-type: none"> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> </ul>	<p>- HR003: Customer Service Policy</p>	<p>-HR</p>	<p>-Refresher training completed yearly and for all new employees</p>	<p>-Additional equipment device instructions created/obtained when employee/customer accommodation required</p>
<ul style="list-style-type: none"> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>	<p>-HR004: Customer Feedback Procedure &amp; HR005: Temporary Service Disruption Procedure &amp; HR006: Information &amp; Communication Standards Policy</p>	<p>-HR</p>	<p>-Instructions Completed</p>	<p>- Refresher training completed yearly and for all new employees to deal with customers having difficulty accessing services</p> <p>-Customer Service feedback form completed</p> <p>-Temporary Service Disruption Notification completed</p>





<ul style="list-style-type: none"> <li>Notification to the public about the availability of accessible formats and communication supports is required.</li> </ul>			<p>-Alternate Format Procedure is done</p>	<p>-Alternate Formats will be made available upon request.</p>
<p><b>Accessible Formats and Communication Support</b></p> <ul style="list-style-type: none"> <li>Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:             <ul style="list-style-type: none"> <li>In a timely manner that takes into account the person's accessibility needs;</li> <li>At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</li> </ul>	<p>-HR006: Information &amp; Communications Standard Policy</p>	<p>-HR</p>	<p>-Policy and Procedure Done</p>	<p>-Employees will review procedures in December 2014. Reviewed yearly or when major changes happen.</p>
<p><b>Accessibility Plans</b></p> <ul style="list-style-type: none"> <li>Establish, implement, maintain and document a multi-year accessibility plan</li> </ul>	<p>-Current Accessibility Plan (this document)</p>	<p>-HR</p>	<p>-barriers will be addressed and documented in this plan when they are reported/apparent</p>	<p>-Ongoing assessment, documentation, and timelines for barriers located at the end of the Current Accessibility Plan for both Customers and Employees</p>

**INFORMATION & COMMUNICATION**

<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Accessibility for Ontarians with Disabilities Act, 2005;</li> <li>• Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> </ul>	<p>-HR006: Information &amp; Communications Standard Policy</p>	<p>-HR</p>	<p>-December 2014</p>	<p>-Information &amp; Communication and Employment training completed for company policy makers and implementers. (HR Downloads)</p>
<p><b>Accessible websites and web content - *New Sites*</b></p>		<p>-IT/ Marketing</p>		<p>-AO Smith does not have a new website.</p>
<p><b>All websites and web content</b></p> <ul style="list-style-type: none"> <li>• Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> </ul>		<p>-IT/ Marketing</p> <p>-IT/ Marketing</p>	<p>-DONE</p> <p>-December 2014</p>	<p>-(WCAG) 2.0 Level A requirements are completed</p> <p>-Website must have the company accessibility plan</p>



<ul style="list-style-type: none"> <li>Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>		-IT/ Marketing	-Complete (WCAG) 2.02 Level AA before 2021	
<b>EMPLOYMENT STANDARDS</b>				
<b>Recruitment:</b> <ul style="list-style-type: none"> <li>Notification about available policies and accommodation for applicants with disabilities</li> <li>Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</li> </ul>	-HR007: Employment Standard Policy	-HR	-Policy DONE  -December 2014	-Employees will review policy. Reviewed yearly or when major changes happen.
<b>Informing employees of supports</b> <ul style="list-style-type: none"> <li>Inform all employees of policies used to support employees with disabilities</li> <li>Provide new employees the information</li> </ul>	-HR007: Employment Standard Policy & HR008: Individualized Emergency Response plan	-HR  -HR	-December 2014  -Incorporate into employee orientation	- Employees will review policy. Reviewed yearly or when major changes happen.  -To be included in Employee Orientation, January 2015



<ul style="list-style-type: none"> <li>Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>	& HR009: Accommodati on Policy & HSP12.1: Early and Safe Return to work	-HR		-Policies will be revised and all employees with individual accommodation plans will be informed
<b>Accessible formats and communication supports for employees:</b> <ul style="list-style-type: none"> <li>Information to perform their job</li> <li>Information that is generally available to employees in the workplace</li> </ul>	-HR009: Accommodati on Policy	-HR	-Policy DONE	-Accessibility Request Form: Documents in Alternate Formats available
<b>Workplace emergency response information</b> <ul style="list-style-type: none"> <li>If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> </ul>	-HR008: Individualized Emergency Response plan	-HR	-Policy DONE  -December 2014	-Make sure all employees with a disability have a documented emergency response plan



<ul style="list-style-type: none"> <li>Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul>		-HR		-Plans will be reviewed when any significant changes happen to an employee's occupational situation.
<p><b>Documented Individual Accommodation Plans</b></p> <ul style="list-style-type: none"> <li>Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>Means by which the employee is assessed on an individual basis;</li> <li>The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>The manner in which the employee can request participation of a bargaining agent representative in the development of the plan</li> <li>Privacy protection of the employee's personal information</li> <li>Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done</li> <li>If a plan is denied, the manner in which the reasons for the denial will be provided to the</li> </ul>	-HR009: Accommodation Policy	-HR	-Policy DONE  -December 2014	- Employees will review policy. Reviewed yearly or when major changes happen.





Innovation has a name.

employee <ul style="list-style-type: none"> <li>Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability</li> </ul>				
<b>Return to Work Process</b> <ul style="list-style-type: none"> <li>Develop and have in place a return to work process</li> <li>Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work</li> <li>Use documented individual accommodation plans</li> </ul>	- HSP12.1: Early and Safe Return to work	-HR	-DONE	
<b>Performance Management</b>	- HSP12.1: Early and Safe Return to work	-HR	-DONE	
<b>Career Development and Advancement</b>	- HSP12.1: Early and Safe Return to work	-HR	-DONE	
<b>Redeployment</b>	- HSP12.1: Early and Safe Return to work	-HR	-DONE	



<b><i>BARRIERS</i></b> (Customer/Employee)				
	<b>Date Reported</b>	<b>Individual Responsible</b>	<b>Customer/ Employee Response</b>	<b>Timeline/ Result</b>
Orientation (employee)	Sept. 2014	HR	N/A	January 2015, Orientation will include customer service training, knowledge of all company policies and procedures and our duty to reasonably accommodate throughout the employment relationship.
Individual Emergency Plan (employee)	Sept. 2014	HR	N/A- Plan already in practice but not formally documented.	December 2014, Formally document an individual emergency plan for a current employee.

**\*Barriers will be updated as they are identified. See Barriers Section for more information**



## **Company Contact Information:**

Feel free to contact us in a way that suits you best. Feedback forms can be filled out in person at our Fergus or Stratford Location

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