

 EMERSON EMERSON CANADA	Multi-Year Accessibility Plan	ISSUE: 2
		REVISION DATE: December 2017
HUMAN RESOURCES POLICIES AND PROCEDURES		

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 is a statute enacted to achieve a barrier free Ontario for persons with disabilities by 2025. It requires the development, implementation and enforcement of accessibility standards in several key areas, including customer service, employment, transportation and communication.

Emerson Canada is committed to excellence in serving all customers in a manner that best suits their individual needs. We are and will remain an organization adherent to the principles of dignity, independence, integration and equal opportunity for all. As such, we are committed to giving people with disabilities equal access to the same products, information, services and level of care as other customers. Our multi-year accessibility plan outlines the strategies and actions our company has and will make to prevent and remove barriers to accessibility and meet all requirements under the AODA and its accessibility standards.

LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2012		
<u>Customer Service Standard</u> The Customer Service Standard is to ensure that people with disabilities are given the same access to goods and services and treated with the same standard of customer service as everyone else. Requirements include: <ul style="list-style-type: none"> - Train staff and volunteers on how to serve customers of all abilities, keeping a written record of the training. - Create an Accessible Customer Service Policy that reflects the company's commitment to accessibility and provides employees, volunteers and customers and idea of what to expect when visiting the company. - Welcome service animals and support persons. - Create accessible ways for people to provide feedback. <u>Information and Communications – Emergency and Public Safety Information</u> Upon request, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format. Work with the person requesting the information to figure out how you can meet their needs. <u>Employment Standard – Workplace Emergency Information</u> Create an individual workplace emergency response plan for those employees with disabilities who may need assistance during an emergency. Gain the employees' consent to share this information with anyone designated to help them in an emergency.	<ul style="list-style-type: none"> • An Accessibility and Customer Service Policy was created and shared with staff and customers on external website. • All employees and volunteers were trained on how to provide accessible customer service to people with disabilities. Training has been noted for recordkeeping purposes. • Accessible feedback process has been put in place. • Contact information made available to request emergency information in accessible format. • Information on how to request an Emergency Response Plan has been added to our Reasonable Request for Accommodation Form and Reasonable Accommodation and Return to Work Policy. 	COMPLETED

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Deadline: January 1, 2014		
<p><u>General Requirements</u> <i>Accessibility Plans and Policies</i> – Create policies and a multi-year accessibility plan to help the company achieve its accessibility goals. The multi-year accessibility plan must outline what we will do to remove and prevent accessibility barriers. Once created, communicate policies and multi-year plan with employees and customers. Post the multi-year plan on your company website in an accessible format.</p> <p><i>Self-Service Kiosks and Accessibility</i> – Consider accessibility when purchasing or designing self-service kiosks.</p> <p><u>Information and Communication Standard – Make Websites Accessible</u> Applies only to new websites and old websites significantly updated and new we content the company creates.</p>	<ul style="list-style-type: none"> Amended the Accessibility and Customer Service Policy to ensure it was compliant and incorporated the Emerson Canada Commitment Statement in both the policy and our multi-year accessibility plan. Policy and multi-year plan cannot be posted on company website, but are available to customers upon request and provided to employees upon hire. Multi-year plan scheduled for review again in 2018. Emerson Canada does not currently use self-service kiosks, but will give accessibility consideration should we use them in the future. Website accessibility requirements continue to be updated as website continues to be refreshed. 	COMPLETED
LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2015		
<p><u>General Requirement</u> <i>Training</i> – Employees, volunteers and anyone providing goods, services and/or facilities on Emerson Canada’s behalf must receive training on the <i>Human Rights Code</i> as it pertains to persons with disabilities and the IS. Training on the accessibility requirements that particularly apply to a person’s job duties and the organization must be covered.</p> <p><u>Information and Communications Standard</u> <i>Make it easy for people with disabilities to provide feedback</i> - Ensure that feedback processes can be administered in accessible formats and with communication supports, upon request. This includes surveys or comment cards.</p>	<ul style="list-style-type: none"> Training is ongoing with record of data for reporting purposes. Feedback can be forwarded to Accessibility.Canada@Emerson.com or an HR Representative can be contacted via telephone at (905) 762-3294. 	COMPLETED
LEGISLATIVE REQUIREMENT	ACTIONS	STATUS
Deadline: January 1, 2016		
<p><u>Information and Communications Standard</u> <i>Accessible formats and communication supports</i> – Make public information accessible when asked. Emerson Canada must provide information and communications in accessible formats and with</p>	<ul style="list-style-type: none"> Feedback can be forwarded to Accessibility.Canada@Emerson.com or an HR 	

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<p>communication supports to individuals with disabilities (in a timely manner and at a cost equal to the regular cost charged to others), upon request.</p> <p><u>Employment Standard</u> <i>Make hiring accessible</i> – Revise recruitment protocols to inform applicants that Emerson Canada will accommodate disabilities throughout the recruitment process, including during the candidate’s application and throughout the selection process.</p> <p><i>Information for employees</i> – Inform new and existing employees about policies supporting employees with disabilities.</p> <p><i>Making information accessible to employees</i> – Upon request, you must work with an employee to make workplace information accessible.</p> <p><i>Process to accommodate employees</i> – Develop accommodation plans for employees with disabilities. Accommodation plans are a formal way of recording and reviewing the things needed to accommodate an employee with a disability. Document these plans.</p> <p><i>Helping employees with disabilities stay safe</i> – Develop plans to assist employees with disabilities during an emergency, including ensuring the information is formatted so an employee with a disability can understand it.</p> <p><i>Help employees with disabilities return to work</i> – Outline the steps you will take to help your employees return to work when they have been absent due to a disability. Support employees in the creation of a modified work/accommodation plan prior to their return.</p> <p><i>Make performance management accessible to employees</i> – Ensure performance management processes consider the accessibility needs of employees with disabilities as well as accommodation plans.</p> <p><i>Career development and advancement</i> – Consider accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees.</p>	<p>Representative can be contacted via telephone at (905) 762-3294.</p> <ul style="list-style-type: none"> • Prospective job candidates and internal employees are made aware of Emerson Canada’s commitment to providing accommodations for persons with disabilities. Reasonable accommodations are available at all stages of recruitment, selection and employment. If accommodations are needed, management and Human Resources will work to meet the individual’s needs. • Upon hire, employees are trained on Emerson Canada’s accessibility policies, including our Accessibility and Customer Service Policy and Reasonable Accommodation and Return to Work Policy, which further outline the procedure to make a formal accommodation request. These policies are shared on our website and via internal shared drive for all Emerson Canada employees. • Employees are notified that upon request, Emerson Canada will provide workplace information in accessible formats. • A process for requesting and developing Individual Accommodation Plans has been outlined in our Reasonable Accommodation and Return to Work Policy. • Individual Accommodation Plans are reviewed and shared with relevant parties with the employee’s consent. Emergency Plans are reviewed regularly to ensure they are still necessary. • A process for helping employees return to work after an absence due to a disability is outlined in our Reasonable Accommodation and Return to Work Policy. • As outlined in our Reasonable Accommodation and Return to Work Policy, Emerson Canada will take an employee’s disability and its impact on performance into consideration when conducting the performance 	<p>COMPLETED</p>
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	review process. Accommodations, if needed will be provided throughout the process as well. <ul style="list-style-type: none"> As outlined in our Reasonable Accommodation and Return to Work Policy, Emerson Canada will consider the employee's accommodation needs when planning the career advancement or deployment of individuals with disabilities. 	
Deadline: January 1, 2021		
<u>Information and Communications Standard</u> Accessible websites and web content - All internet website and webs content conforms with WCAG 2.0 level AA (excluding live captioning and audio description). All Internet websites must meet the specifications of WCAG 2.0 Level AA (with certain limited exceptions).		To be completed

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