



## EMERSON ELECTRIC CANADA MULTI-YEAR ACCESSIBILITY PLAN ONTARIO, CANADA

### Introduction and Statement of Commitment

Emerson Electric Canada and its Associated Business Units are committed to providing a barrier-free environment for customers, employees, job applicant's, visitors, and other stakeholders, who 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)'s, Customer Service Standard, and the applicable requirements of the Integrated Accessibility Standards Regulation.

Under the AODA, Emerson is required to establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements of the Integrated Accessibility Standards (the "IAS"). This Accessibility Plan is available on our website at [www.emersoncanada.ca](http://www.emersoncanada.ca) and will be provided in an accessible format upon request.

This Accessibility Plan, as well as the policies, procedures and training methods referenced herein, address the current and future requirements of the Customer Service Standard and IAS in order that Emerson Electric Canada and its Associated Business Units may fulfill its commitments and mandates in respect of the AODA.

We are committed to reviewing and updating The Plan at least once every five years, or as business needs require.

The Accessibility Standards that set requirements applicable to Emerson are as follows:

- Customer Service
- Information and Communication
- Employment

Emerson's mandates and strategy of meeting these goals are outlined below

### **Customer Service.**

1. **Policy**  
Status: Completed
2. **Procedural Guideline**  
Status: Completed
3. **Employee Training**  
Status: In progress

Emerson strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

In 2011, Emerson developed a policy, which included our statement of commitment, and adopted a set of procedures to guide workers, employees, interns and volunteers on quality service to all customers.



Employees who are expected to engage with customers on behalf of Emerson Electric Canada were trained on these policies and provided the tools and information required to meet varying levels of needs while servicing the company's customers.

Both the policy and the procedures are available to the public in an accessible format upon request.

### **Accessibility Policy**

**Status: Completed**

Emerson has and will continue to develop, implement and maintain policies that follow the ideals of dignity, independence, integration and equal opportunity. These policies will govern how the company achieves accessibility congruent with the applicable requirements of the AODA.

Emerson currently has in place a Customer Service Policy and a consolidated Accessibility Policy, both of which detail our commitment, vision and path for achieving full and equal integration, opportunity and accessibility for all.

These policies will be made available to the public and in an accessible manner upon request by using any of the contact information contained at the end of this document.

Emerson is also committed to ensuring that all of its current and future policies and procedures will be developed and maintained in a manner consistent with its commitment to accessibility and equality.

### **Training**

**Status: In progress and ongoing**

Emerson Electric Canada has and will continue to develop training modules for its current and future employees, volunteers and contractors on the Customer Service Standard and the applicable components of the Integrated Accessibility Standards.

Training includes:

- ✓ Requirements of the Customer Service Standard
- ✓ Requirements of the IAS; the *Human Rights Code* as it pertains to persons with disabilities;
- ✓ AODA Policies as required by the IAS.

We will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided. We will also ensure that contractors providing goods, services and/or facilities on its behalf have received the training required under the IAS.

### **Feedback Processes**

**Status: Completed**

Comments regarding how well Emerson meets the service expectations of people with disabilities are welcome and appreciated.



Feedback regarding the way Emerson provides goods and services to people with disabilities will be managed by the Human Resources Department, reviewed by the a Committee and will be addressed according to our Complaint Management Procedures. Customers can expect a response within in 10 business days.

### **Accessible Formats and Communication Supports**

**Status: Future dated**

Upon request, accessible formats and communication supports will be made available to the public in order to make Emerson's communications or information about the goods, services and facilities it offers accessible to persons with disabilities.

We will take a collaborative approach with the requestor in order to provide the resources that best meet their needs. There will be no additional charge for the provision of accessible formats. This does not apply to product and product labels, information that we do not directly control, or information/communication that cannot be converted.

### **Accessible Websites and Web Content**

**Status: Development plan in progress**

The Canadian IT team will collaborate with US counterparts as required in order that Emerson Electric Canada controlled websites will conform to WCAG 2.0 Level AA to the extent required by the IAS by January 1, 2021.

### **Accessible Recruitment, Assessment and Selection Process**

**Status: In progress**

Each job advertisement created for positions within Ontario will include information about the availability of accommodations for applicants with disabilities throughout various stages of the recruitment process. This applies to both internal and external postings. Accommodations will be available for pre-interview screening, interviews and any form of assessment tool that may be put into use.

Our Customer Service policy and procedures will be used as a guideline when collaborating with applicants at various stages of the recruitment and selection process. However, we will consult with the applicant on an individual basis to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

We will also notify successful applicants of Emerson Electric Canada's policies for accommodating employees with disabilities and offer them our Request for Individual Accommodation form.

All employees will be informed of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Information pertaining to accessibility and accommodation will be provided to new employees as soon as practicable after commencing employment. We will provide employees with updated information whenever required.



## **Accessible Formats and Communication Supports for Employees**

Status: Future dated

Upon the request of an employee with a disability, the Human Resources Department will work with the employee and their department head to provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (a) information required by the employee to perform his/her job; and (b) information generally available to employees in the workplace, is accessible to the employee with a disability.

Emerson Electric Canada reserves the right to determine the type Accessible Format or Communication Support that will be provided in the circumstances where the needs of an employee with a disability may be accommodated in various different ways.

## **Workplace Emergency Response Information**

Status: In progress

Individualized workplace emergency response information will be made available to employees upon request whenever the employee advises the Company of a disability necessitating such a plan.

Emerson will obtain the consent of the employee before providing the workplace emergency response information to the person designated to provide assistance to the employee if the employee needs assistance by reason of disability.

The plan will be reviewed when the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed and when the company reviews its general emergency response policies.

The process and the submission forms will be available to employees on Corporate and Business Unit intranet or SharePoint sites.

## **Documented Individual Accommodation Plans**

Status: In progress.

Emerson Electric Canada will implement a process for the development and documentation of individual accommodation plans for employees with disabilities. The process and the submission forms will be available to employees at each facility. The process and the submission forms will be available to employees on corporate and Business Unit intranet or SharePoint sites.

Where requested, an employee's individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports.

Where required, an employee's individual accommodation plan will include individualized workplace emergency response information.

## **Return to Work Process**

Status: In progress.

Emerson will have in place a documented process for the return to work of an employee returning from any disability related leave and/ or require disability-related accommodations in order to return to work.



The return to work process will outline the steps Emerson Electric Canada, Managers and Supervisors will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.

### **Performance Management**

Emerson will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its Performance Management Process in respect of employees with disabilities.

### **Career Development and Advancement**

Emerson will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development, redeployment and advancement to employees with disabilities.

### **Contact Us**

If you require the documentation referenced above to be provided in a particular format for reasons related to a disability or if you would like information about how you can provide Emerson with feedback regarding the manner in which it provides its goods and services to persons with disabilities please contact:

Human Resources Department  
Emerson Electric Canada

Mailing Address/In-person Request  
306 Town Centre Blvd.  
Markham, ON L3R 0Y6

Telephone  
905-948-3393

Fax  
905-948-3415

Email  
[Accessibility.ontario@emerson.com](mailto:Accessibility.ontario@emerson.com)