

Accessibility for Ontarians with Disabilities Act (AODA) - Integrated Accessibility Standards Policy

Statement of Organizational Commitment

TK Elevator (Canada) Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005, and Ontario's accessibility laws.

Purpose

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline the responsibilities of personnel (staff, volunteers and other third parties) on behalf of TK Elevator (Canada) Limited to anyone who interacts with or provides service to the public, to ensure compliance with the AODA, and the Integrated Accessibility Standard (the "Regulation").

Scope

This policy applies to all staff personnel (employees, volunteers and other third parties).

Definitions

Accessibility - The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier - Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability - Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

TK Elevator (Canada) Limited's General Accessibility Policy, Accessible Customer Service Policy and Accessible Employment Policy are set out below.

General Accessibility Policy

TK Elevator (Canada) Limited is committed to providing accessibility for persons with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility, as well as meeting the accessibility standards set under the AODA.

Accessibility Plan

TK Elevator (Canada) Limited has developed a multi-year accessibility plan outlining its strategy to remove and prevent barriers, and to comply with the Regulation. The plan will be reviewed and updated at least every five (5) years.

The accessibility plan is posted on TK Elevator (Canada) Limited's website, and will be made available in an accessible format or with communication supports, upon request.

Going forward, TK Elevator (Canada) Limited will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Information and Communications

TK Elevator (Canada) Limited will endeavor to create, provide and receive information and communications in ways that are accessible for persons with disabilities. When asked, TK Elevator (Canada) Limited will provide organizational information and communications made available to its customers and the public, including this policy and any safe information, in an accessible format or with communication supports.

Should TK Elevator (Canada) Limited determine it is not technically possible to convert the information or communications, TK Elevator (Canada) Limited will provide the person that requires that information with an explanation as to why the information are unconvertible, and a summary of the unconvertible information or communications.

Accessible formats and communication support

Upon request, TK Elevator (Canada) Limited will provide or arrange for accessible formats and communication supports for persons with disabilities:

- in a timely manner that takes into account the person's accessibility needs in consultation with the person making the request, and
- at a cost that is no more than the standard cost charged to other persons.

This information and documentation will be provided as soon as is practical, but specific timeframes will vary dependent on the format requested.

Changes to existing policies

TK Elevator (Canada) Limited will modify or remove any existing policies that do not represent the dignity and independence of persons with disabilities.

Emergency Information

If TK Elevator (Canada) Limited prepares emergency procedures, plans or public safety information, they will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Training

TK Elevator (Canada) Limited will ensure that all employees, volunteers and individuals who provide goods, services or facilities on behalf of TK Elevator (Canada) Limited have been trained on the requirements and Regulations of the Ontario *Human Rights Code*, as it pertains to persons with disabilities. The training will be appropriate to the duties of the individual, and will be provided as soon as practicable. If any changes are made to the General Accessibility Policy or its requirements, additional training will be provided. TK Elevator (Canada) Limited will maintain records of the dates when the training occurred, as well as the persons who attended.

Accessible Customer Service Policy

The purpose of this policy is to establish how TK Elevator (Canada) Limited will provide access to goods, services or facilities to the public and other third parties that do business with TK Elevator (Canada) Limited, in a manner that is consistent with the principles of independence, dignity, integration and equal opportunity, and that all are compliant with the AODA and the Regulation.

TK Elevator (Canada) Limited recognizes the importance of:

- Providing goods, services or facilities in a manner that respects the dignity and independence of persons with disabilities
- Integrating the provisions of goods, services or facilities to persons with disabilities with the same provisions to others, unless an alternate measure is necessary (whether temporarily or permanently), to enable the person with a disability to obtain, use or benefit from the goods, services or facilities
- Giving persons with disabilities an opportunity that is equal to that given to others as it pertains to obtaining, use and benefit of goods, services or facilities
- Communicating with persons with disabilities in a manner that takes into account that person's disability

Communication

TK Elevator (Canada) Limited and its personnel (employees, volunteers and other third parties) who participate in the development of policies/procedures or who provide goods, services or facilities on behalf of TK Elevator (Canada) Limited, will communicate with persons with disabilities in a manner that takes into account their disabilities. TK Elevator (Canada) Limited will consider how that individual may affect the way that the person expresses, receives or processes communications, and where possible, as that person how best to communicate with them.

Assistive Devices

TK Elevator (Canada) Limited will allow the use of assistive devices for persons with disabilities at all of its locations. These devices may include but are not limited to:

- Manual and motorized wheelchairs, scooters, canes, crutches and walkers
- Assistive technology such as screen readers, head mouse, screen magnifiers and voice recognition

TK Elevator (Canada) Limited will take steps to ensure its personnel are familiar with commonly used assistive devices.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, TK Elevator (Canada) Limited will use other reasonable measures to ensure the access of goods and services.

Service Animals and Support Persons

TK Elevator (Canada) Limited allows persons with disabilities who are accompanied by a guide dog or other service animal in all TK Elevator (Canada) Limited locations and will permit the member to keep the service animal with him/her, except where prohibited by law for health and safety reasons.

In the event that a service animal is otherwise excluded by law from the premises, TK Elevator (Canada) Limited will provide the member of the public with an alternative method of obtaining, using or benefiting from its goods or services.

Support persons accompanying persons with disabilities are welcome at all TK Elevator (Canada) Limited locations. Where confidential information might be discussed, consent will be obtained, prior to any conversations commencing.

Temporary unavailability of access to goods or services for members of the public with disabilities

In the event that a facility, good or service offered by TK Elevator (Canada) Limited to persons with disabilities is expected to become temporarily unavailable, TK Elevator (Canada) Limited will make all efforts to provide advance notice of the disruption, as is reasonable in the circumstance, at a reasonable time in advance of the disruption, and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption is known.

Training

TK Elevator (Canada) Limited will ensure that all of its personnel are trained on:

- The purpose of the AODA and an overview of its standards
- How to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a support person or service animal
- TK Elevator (Canada) Limited's policies and procedures developed in accordance with the AODA and Regulations

This training will be provided as soon as practicable upon commencement of employment or engagement with TK Elevator (Canada) Limited. The training will also be provided on an ongoing basis as practicable and whenever changes are made with respect to accessibility for persons with disabilities.

Accessible Employment Policy

TK Elevator (Canada) Limited is committed to removing any barriers in employment faced by persons with disabilities. As such, TK Elevator (Canada) Limited will provide a working environment that complies with the requirements of the Employment Standards in the Regulation, and as established under the AODA. It is important to TK Elevator (Canada) Limited that all employees with disabilities (including potential employees) find the workplace to be both welcoming and supportive.

As such, TK Elevator (Canada) Limited has put numerous standards in place to ensure such environment is always maintained.

The Accessible Employment Policy applies to all personnel and potential job candidates.

Recruitment, Assessment & Selection Processes

TK Elevator (Canada) Limited's employees and the public are advised of accommodation for applicants with disabilities during the recruitment process on each of the job opportunity postings. Additionally, when candidates are individually selected to further participate in the assessment and selection process, they are again advised TK Elevator (Canada) Limited will support requests for accommodation. HR will contact the applicant and provide, or arrange for, suitable accommodation in a manner that takes into account the applicants accessibility needs.

Employee Notification

TK Elevator (Canada) Limited will inform its employees of its policies used to support employees with disabilities:

- To new employees as soon as practicable after they begin their employment
- Whenever there is a change to an existing policy on the provision of job accommodations that take into account accessibility needs due to a disability

Accessible formats and communication supports for employees

Upon request of the employee with a disability, TK Elevator (Canada) Limited will consult with the employee to provide (or arrange for the provision of) accessible formats and communication supports for information that is needed to perform that employees job, as well as employment-related information that is generally available to all employees.

Individual Accommodation & Return to Work Plans

Each employee with a disability is considered individually, on a case-by-case basis, in order to determine accommodation requirements including the return-to-work process. Employees requiring accommodation are expected to review TK Elevator (Canada) Limited's "Return to Work & Accommodation Policy", and contact HR, so that TK Elevator (Canada) Limited and the employee can work together to develop a Return to Work or Individual Accommodation Plan (IAP).

Workplace Emergency Response Information

TK Elevator (Canada) Limited will work with employees to provide any additional reasonable accommodations that may be required in the event of an emergency, and will document these measures in the employee's Return to Work or IAP.

If an employee with a temporary or permanent disability requires assistance in the event of an emergency, please contact HR, so that TK Elevator (Canada) Limited can provide a personalized workplace emergency response plan with your input and consent.

If an employee requires assistance in emergency situations, TK Elevator (Canada) Limited will provide the employee's personalized workplace emergency response plan to a designated person(s), with the employee's consent, and in a way that respects the employee's privacy.

Performance Management

TK Elevator (Canada) Limited takes into consideration the needs of its employees with disabilities as well as IAP's through the career of its employees, including during the processes of performance management, development, promotion and transfer activities.

Feedback Process

Communication and feedback are important to TK Elevator (Canada) Limited, and we are committed to providing a process for receiving and responding to feedback that is accessible by providing or arranging for accessible formats and communication support, upon request.

TK Elevator (Canada) Limited welcomes feedback from its employees, customers, visitors and members of the public with respect to its accessibility policies and procedures.

Please direct all feedback to:

TK Elevator (Canada) Limited Human Resources

2075 Kennedy Road, suite 600

Scarborough, ON

M1T 3V3

HRCanada@tkelevator.com

Should you wish us to provide you with accessible formats and communication supports, please include the following information with your request:

- Your name (first & last)
- Your affiliation (employee, customer, visitor, etc.)
- Contact information (telephone # and email)
- A brief summary of your feedback
- A brief outline of the accessible format you are requesting

This policy and its related procedures will be reviewed as required and updated to ensure ongoing compliance in the event of legislative changes.