	Title: Customer Accessibility Feedback Procedure - HR004	
	Status: Released	Type: Policy/Procedure
Document No.: 16370	Effective Date: Nov 24, 2023	Revision: 0
Plant: Fergus Plant, 2500; Stratford Plant, 2000	Department: Human Resources; Sales & Customer Service	

At A.O. Smith Enterprises Ltd., we follow a core set of values and guiding principles when we conduct our business activities. We act with integrity, we always treat each other with respect and dignity, we will adhere to all legislative and regulatory requirements, and we are fair in our dealings with our customers, team members or citizens of the communities in which we work. This document can be made available in different formats by request.

COMMITMENT

A.O. Smith Enterprises Ltd. is committed to meeting the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. We seek to recognize and remove the obstacles faced by traditionally under-represented groups to facilitate their access to our products and services. The Company commits to providing goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place(s) and in similar ways.

One of the requirements of Ontario Regulation 429/07 is to have in place a procedure for receiving and responding to customer feedback with respect to the way A.O. Smith Enterprises Ltd. provides goods and services to persons with disabilities.


PROVIDING GOODS & SERVICES TO PERSONS WITH DISABILITIES

A.O. Smith Enterprises Ltd. is committed to serving all customers including persons with disabilities and we will conduct our functions and responsibilities in the following areas:

a) Communication

We will communicate with persons with disabilities in ways that consider their disability.

We will train staff who communicate with customers on how to interact and communicate with persons with distinct types of disabilities.

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b) Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail and/or other services if telephone communication is not suitable to their communication needs.

c) Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that applicable staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

We will also ensure that relevant staff receives training on how to use assistive devices available on our premises for customers (examples: wheelchair, walker, etc.)


d) Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail. We will answer any questions that customers may have about the content of the invoice in person, by telephone or e-mail.

CUSTOMER FEEDBACK PROCEDURE

PROCEDURE FOR RECEIVING FEEDBACK:


- All feedback will be directed to our Customer Service department or designate.
- Feedback can be received in the following ways:
 - In person to either the Stratford or Fergus A.O. Smith Enterprise Ltd. locations during normal business hours.
 - By Telephone to a Customer Service Representative
 - In writing to the following address:
 - 599 Hill Street west
 - Fergus, ON, N1M 2X1

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- By email
- By any other means of communication to A.O. Smith Enterprises Ltd.
- Feedback Forms shall be made available at both Stratford and Fergus facilities and on the Hotwater Canada Website.

PROCEDURE FOR RESPONDING TO FEEDBACK:

- All employees who receive feedback from a customer will submit that information to the customer service department with the appropriate contact information.
- The Customer Service representative will make record of the feedback by entering the information into the “Record of Customer Feedback” excel spreadsheet.
- The Customer Service representative will forward the feedback to the Customer Service Supervisor or designate.
- The Customer Service Supervisor will determine the appropriate action.
 - Forward to another manager/supervisor
 - Contact person submitting feedback for more information
 - Contact employee receiving feedback for clarification
- Senior Management will review barrier(s) identified in feedback.
 - Determine if physically/ financially feasible to remedy (not all barriers can be eliminated)
 - If feasible, a plan will be developed that includes a timeline, costs, and delegation of responsibilities
 - The decision regarding feasibility of addressing feedback must be made within 30 days.
- A Customer Service representative will contact the individual that submitted feedback within 30 days and give them the discussed response.
- Feedback Forms and processes are to be advertised:
 - Hotwater Canada Website via the barriers section of our Accessibility Plan.
 - Responses to customer feedback will be posted in the following places for ten (10) business days:
 1. Reception Entrance Accessibility Binder
 2. Customer Service Department Accessibility Binder
 3. Human Resources Department Accessibility Binder

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QUESTIONS ABOUT THIS PROCEDURE

This procedure exists to achieve service excellence for all our customers including those with disabilities. If anyone has a question about the procedure, or if the purpose of a procedure is not understood, a representative of our Customer Service department will provide an explanation.

MODIFICATIONS TO THIS OR OTHER PROCEDURES

At A.O. Smith Enterprises Ltd. we are committed to developing customer service policies and procedures that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on those with disabilities.

Any policy of A.O. Smith Enterprises Ltd. that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

TRAINING

All employees of A.O. Smith Enterprises Ltd. will review this procedure annually.

REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Reg. 429/07
- Ontario Human Rights Code, 1990