	Title: <b>Employment Standard Policy - HR007</b>	
	Status: <b>Released</b>	Type: <b>Policy/Procedure</b>
Document No.: <b>16520</b>	Effective Date: <b>Dec 5, 2014</b>	Revision: <b>0</b>
Plant: <b>Fergus Plant, 2500</b>	Department: <b>Human Resources</b>	

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 a different format upon request.

## COMMITMENT

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of accessible employment services for people with disabilities.

All employment services provided by A.O. Smith Enterprises Ltd. shall follow the principles of dignity, independence, integration, and equal opportunity.

## SCOPE

This policy shall apply to every person who deals with members of the public or their agents on behalf of A.O. Smith Enterprises Ltd, whether the person is an employee, visitor, customer or otherwise.


## DEFINITIONS

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

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Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Large Organization – an organization with 50 or more employees in Ontario.

Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – a cane, walker, or similar aid.

Obligated Organization – Organizations may include workplaces, businesses, or services. Refers to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization, and a small organization to which the standards of this Regulation apply.

Performance Management – activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.


Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff when a particular job or department has been eliminated by the organization.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.

## GENERAL PRINCIPLES

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Employment Standards Overview
- C. Recruitment, Assessment and Selection
- D. Accessible Formats and Communication Supports for Employees
- E. Documented Individual Accommodation Plans
- F. Plans and Processes
- G. Return to Work and Redeployment

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## A. General Requirements

### Establishment of Accessibility Policies and Plans

A.O. Smith Enterprises Ltd. will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements. A.O. Smith Enterprises Ltd. is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in A.O. Smith's policies and making these documents publicly available, in an accessible format upon request.

A.O. Smith Enterprises Ltd. will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. A.O. Smith Enterprises Ltd. will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request. A.O. Smith Enterprises Ltd. will review and update its accessibility plan once every five years and will establish, review, and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement A.O. Smith's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

### Procuring or Acquiring Goods and Services, or Facilities

A.O. Smith Enterprises Ltd. will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.


### Training Requirements

A.O. Smith Enterprises Ltd. will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing A.O. Smith's policies, and all other persons who provide goods, services, or facilities on behalf of A.O. Smith Enterprises Ltd.

### Self-Serve Kiosks

A.O. Smith Enterprises Ltd. will incorporate accessibility features when designing, procuring, or acquiring self-service kiosks. A.O. Smith Enterprises Ltd. will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

## B. Employment Standards Overview

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The Employment Standards regulation will expand Ontario’s labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

**C. Recruitment, Assessment and Selection**

A.O. Smith Enterprises Ltd. must notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. A.O. Smith Enterprises Ltd. must notify the successful applicant of their policies and supports for accommodating people with disabilities.

**D. Accessible Formats and Communication Supports for Employees**

If an employee with a disability requests it, A.O. Smith Enterprises Ltd. must provide or arrange for the provision of accessible formats and communication supports for the following:


1. Information needed to perform their job; and
2. Information that is generally available to all employees in the workplace.

A.O. Smith Enterprises Ltd. should consult with the employee making the request to determine the best way to provide the accessible format or communication support.

**E. Documented Individual Accommodation Plans**

A.O. Smith Enterprises Ltd. must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer’s expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee’s personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee’s accessibility needs.

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#### F. Plans and Processes

Any department within A.O. Smith Enterprises Ltd. that utilizes performance management tools, or provides career development and advancement to their employees, must respect the accessibility needs of their employees with disabilities when developing these processes. Every department within A.O. Smith Enterprises Ltd. must provide a tailored workplace emergency response plan or information for employees with disabilities if their disability makes it necessary.

#### G. Return to Work and Redeployment


A.O. Smith Enterprises Ltd. must develop and have return to work processes in place for employees who are absent from work due to a disability—and require disability-related accommodations to return to work. A.O. Smith Enterprises Ltd. will need to document these processes. The return-to-work process must include an outline of the steps A.O. Smith Enterprises Ltd. will take to facilitate the employee’s return to work and use documented individual accommodation plans (as described in section 28 of the regulation). If A.O. Smith Enterprises Ltd. uses redeployment processes, they must consider the accessibility needs of its employees with disabilities. Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to a “layoff” when a particular job or department has been eliminated. *These standards do not apply to volunteers or other non-paid individuals.*

### QUESTIONS ABOUT THIS POLICY

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

### MODIFICATIONS TO THIS OR OTHER POLICIES

At A.O. Smith Enterprises Ltd. we are committed to developing customer service policies 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.

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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.

#### ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures please contact:

Name: Mary Shannon  
 Telephone: 519-843-1610 ext. 4305  
 Email: mshannon@hotwater.com  
 In person: 599 Hill Street West  
 Fergus, Ontario, N1M 2X1

This policy and its related procedures will be reviewed as required in the event of legislative changes.

#### REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm#BK19](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19)
- Integrated Accessibility Standards, Ontario Regulation 191/11  
[http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws\\_src\\_regs\\_r11191\\_e.htm#BK0](http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0)
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)  
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h19\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm)