	Title: <b>Individualized Emergency Response Plan - HR008</b>	
	Status: <b>Released</b>	Type: <b>Policy/Procedure</b>
Document No.: <b>16522</b>	Effective Date: <b>Nov 24, 2023</b>	Revision: <b>0</b>
Plant: <b>Fergus Plant, 2500; Stratford Plant, 2000</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.

**COMMITMENT**

A.O. Smith Enterprises Ltd. is committed to the safety of Employees who require assistance in an emergency. This will be accomplished by assigning responsibility for and identifying employees with disabilities, and having a plan to ensure that these employees are able to evacuate a hazardous environment in accordance with A.O. Smith’s Emergency Management Plans.

**DEFINITIONS**

Support Team Member- The employee assigned during the planning stage, who will assist the employee requiring assistance during an evacuation.


Employee Requiring Assistance- Any Employee with a permanent or temporary disability that may affect his/her ability to evacuate the building safely during an emergency. The conditions that may affect safely evacuating may include but are not limited to:

- Inability to climb/ descend stairs
- Inability to hear emergency alarms
- See signs, emergency equipment and or evacuation directions

**RESPONSIBILITIES**

**Human Resource Department**

- a) Be aware of employees with permanent disability and /or those who require temporary assistance to evacuate in the event of an emergency.
- b) Ensure employees are trained and aware of the Emergency Management Plan.

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- c) Discuss with the employee who requires assistance to create an individualized response plan based on the combination of their need and the Emergency Management Plan directions.
- d) If appropriate, assign a “Buddy” to the employee requiring assistance.
- e) Review any restrictions that may impact an employee’s ability to evacuate.
- f) Review the individualized emergency plan when any major changes happen in the workplace (i.e., new position, new location, accommodation change, employee changes, etc.)
- g) As part of the return-to-work process, identify the employee’s specific limitation and determine if an individualized emergency plan is warranted.

**Employees**


- a) Review and be aware of the Emergency Management plans and the response plan for employees requiring assistance.
- b) If assigned to be a “Buddy”, advise the employee who requires assistance of any absences and/or inability to provide assistance.

**Employee Requiring Assistance**

- a) Inform the supervisor or human resources department that assistance is required in the event of an emergency.
- b) Work with the human resources department to develop an individualized plan that meets both the needs of the employee and the directions of the emergency management plan.
- c) Inform the supervisor or human resources department when his/her condition changes, requiring different assistance than previously discussed.
- d) During an emergency that requires evacuation, to communicate to other employees/Buddy additional assistance that is needed.
- e) Maintain close communication with the assigned buddy.

**MODIFICATIONS TO THIS OR OTHER PROCEDURES**

A.O. Smith Enterprises Ltd. is committed to maintaining safety of all their employees, including those with disabilities. No changes will be made to this procedure before considering the impact on those with disabilities.

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Any policy or procedure of A.O. Smith 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)
- 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)

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