	Title: <b>Temporary Disruption Procedure - HR005</b>	
	Status: <b>Released</b>	Type: <b>Policy/Procedure</b>
Document No.: <b>16518</b>	Effective Date: <b>Dec 5, 2014</b>	Revision: <b>0</b>
Plant: <b>Fergus Plant, 2500; Stratford Plant, 2000</b>	Department: <b>Human Resources; Sales &amp; Customer Service</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 treat each other with respect and dignity at all times, 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 in order 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.

## DEFINITIONS

Temporary Disruption – any planned or unplanned disruption in the facilities or services of A.O. Smith that are usually used by persons with disabilities to access our goods and services.


## 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 carry out our functions and responsibilities in the following areas:

a) Communication

We will communicate with persons with disabilities in ways that take into account their disability.

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

**NOTICE OF TEMPORARY DISRUPTION**

A.O. Smith Enterprises Ltd. will provide customers with notice in the event of a planned or unexpected interruption in the facilities or services usually used by persons with disabilities.

This notice will include:

- Reason for the temporary disruption;
- Anticipated duration;
- Description of alternate facilities or services, if available, and;
- Contact information.

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A blank notice template will be found in a central location for easy access for all employees.

The notice will be placed at all service counters and the following public entrances on our premises:

- Reception Entrance (Duty to post by Receptionist or designate)
- Employee Entrance (Duty to post by Human Resources Department)
- Receiving Door Entrance (Duty to post by Shipping Supervisor or designate)
- Customer Service Door Entrance (Duty to post by Customer Service Supervisor or designate)

If any employee is aware that a customer, visitor, or contractor is due to visit the premises during a time of planned or unplanned service disruption, that employee will do their best to notify the individual before their arrival.


**QUESTIONS ABOUT THIS PROCEDURE**

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

**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.

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## TRAINING

All employees of A.O. Smith Enterprises Ltd. that interact with customers, visitors or contractors 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