



Current Accessibility Plan

The intent of this Accessibility Plan is to present A.O. Smith Enterprise Ltd.'s commitment to reaching compliance under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation's (IASR) key areas: Customer Service, Information & Communication, Employment, and Public Spaces. Additionally, this plan will reveal our building and public space improvements under the Ontario Building Code for either our Fergus or Stratford facility.

The Plan is reviewed and updated at least once every five years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Alternative options to view this information can be made upon request. Additionally, all the policies and procedures mentioned in the plan can be made available upon request. Please see company contact info at the end of this document.



Accessibility Requirement			Due Date	Results
	Current Policies	Individual Responsible		
<i>CUSTOMER SERVICE</i>				
Establishment of accessibility policies:				
<ul style="list-style-type: none"> Instructions on how to interact and communicate with customers with various types of disabilities; 	-HR003: Customer Service Policy	-HR	- Policy Done	
<ul style="list-style-type: none"> Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; 	- HR003: Customer Service Policy	-HR	-Refresher training completed yearly and for all new employees	-Customer Service Training provided (HR Downloads)
<ul style="list-style-type: none"> Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; 	- HR003: Customer Service Policy	-HR	-Refresher training completed yearly and for all new employees	-Additional equipment device instructions created/ obtained when employee/customer accommodation required
<ul style="list-style-type: none"> Instructions on what to do if a customer with a disability is having difficulty accessing your services; 	-HR004: Customer Feedback Procedure &	-HR	-Instructions Completed	- Refresher training completed yearly and



<ul style="list-style-type: none">• Policies, procedures and practices surrounding the legislation.	HR005: Temporary Service Disruption Procedure & HR006: Information & Communication Standards Policy			for all new employees to deal with customers having difficulty accessing services -Customer Service feedback form completed -Temporary Service Disruption Notification completed
Training <ul style="list-style-type: none">• All employees and volunteers;• All other persons who provide goods, services or facilities on behalf of the organization; and• All persons who participate in developing the organization's policies.• Provision of goods and services to persons with disabilities;• The use of assistive devices;• The use of guide dogs, service animals and service dogs;• The use of support persons;• Notice of service disruptions;• Customer feedback;• Training;• Notice of availability and format of documents.		-HR -HR	-Customer service training done -Service Disruption, Customer Feedback, and Alternate Format procedures need to be	-AODA Customer service refresher training done annually & during employee orientation (HR Downloads) -Employees will review procedures annually or when major changes happen.

			reviewed by staff	
<p>Feedback Process</p> <ul style="list-style-type: none"> Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request Notification to the public about the availability of accessible formats and communication supports is required. 	-HR004: Customer Feedback Procedure	-HR	<ul style="list-style-type: none"> -Policy done -Feedback form done -Alternate Format Procedure is done 	<ul style="list-style-type: none"> -Employees will review procedures annually or when major changes happen. -Alternate Formats will be made available upon request.
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> In a timely manner that takes into account the person's accessibility needs; At a cost that is no more than the regular cost charged to other persons. 	-HR006: Information & Communications Standard Policy	-HR	-Policy and Procedure Done	-Employees will review procedures annually or when major changes happen.

<ul style="list-style-type: none"> The organization will consult with the person making the request to determine the suitability of an accessible format or communication support. 				
<p>Accessibility Plans</p> <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan. 	<p>-Current Accessibility Plan (this document)</p>	<p>-HR</p>	<p>-barriers will be addressed and documented in this plan when they are reported/ apparent</p>	<p>-Ongoing assessment, documentation, and timelines for barriers located at the end of the Current Accessibility Plan for both Customers and Employees</p>
<p><i>INFORMATION & COMMUNICATION</i></p>				
<p>Training</p> <ul style="list-style-type: none"> Accessibility for Ontarians with Disabilities Act, 2005; Accessibility Standards for Customer Service, Ontario Regulation 429/07. Integrated Accessibility Standards Regulation 	<p>-HR006: Information & Communications Standard Policy</p>	<p>-HR</p>	<p>-Completed Annually</p>	<p>-Information & Communication and Employment training completed for company policy makers and implementers. (HR Downloads)</p>

<p>Accessible websites and web content - *New Sites*</p>		<p>-IT/ Marketing</p>		<p>-AO Smith does not have a new Canadian website.</p>
<p>All websites and web content</p> <ul style="list-style-type: none"> Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. 		<p>-IT/ Marketing</p> <p>-IT/ Marketing</p> <p>-IT/ Marketing</p>	<p>-DONE</p> <p>-Reviewed Annually and reposted</p> <p>-(WCAG) 2.02 Level AA completed</p>	<p>-(WCAG) 2.0 Level A requirements are completed</p> <p>-Website must have the company accessibility plan</p> <p>-Marketing team will continue to use standard when updating hotwatercanada.ca</p>
<p>EMPLOYMENT STANDARDS</p>				
<p>Recruitment:</p> <ul style="list-style-type: none"> Notification about available policies and accommodation for applicants with disabilities Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	<p>-HR007: Employment Standard Policy</p>	<p>-HR</p>	<p>-Policy DONE</p> <p>-December 2014</p>	<p>-Employees will review policy. Reviewed yearly or when major changes happen.</p>

<p>Informing employees of supports</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities • Provide new employees the information • Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	<p>-HR007: Employment Standard Policy & HR008: Individualized Emergency Response plan & HR009: Accommodation Policy & HSP12.1: Early and Safe Return to work</p>	<p>-HR -HR -HR</p>	<p>-Annually -Incorporate into employee orientation</p>	<p>- Employees will review policy. Reviewed yearly or when major changes happen. - Included in Employee Orientation, January 2015 -Policies will be revised and all employees with individual accommodation plans will be informed</p>
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace 	<p>-HR009: Accommodation Policy</p>	<p>-HR</p>	<p>-Policy DONE</p>	<p>-Accessibility Request Form: Documents in Alternate Formats available</p>
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by 	<p>-HR008: Individualized Emergency Response plan</p>	<p>-HR</p>	<p>-Policy DONE</p>	<p>-Currently all employees with a disability have a documented</p>

<p>the employer to provide assistance to the employee</p> <ul style="list-style-type: none"> Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies. 		-HR		<p>emergency response plan</p> <p>-Plans will be reviewed when any significant changes happen to an employee's occupational situation.</p>
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> Employees requesting individual accommodation plans may participate in the development of the plan; Means by which the employee is assessed on an individual basis; The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved The manner in which the employee can request participation of a bargaining agent representative in the development of the plan Privacy protection of the employee's personal information Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done If a plan is denied, the manner in which the reasons for the denial will be provided to the employee Individual accommodation plans are in a format that considers the employee's accessibility needs due to 	-HR009: Accommodation Policy	-HR	-Policy DONE	- Employees will review policy. Reviewed yearly or when major changes happen.

disability.				
Return to Work Process <ul style="list-style-type: none"> • Develop and have in place a return to work process • Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work • Use documented individual accommodation plans 	- HSP12.1: Early and Safe Return to work	-HR	-DONE	
Performance Management	- HR009: Employment Accommodatio n Policy	-HR	-DONE	
Career Development and Advancement	- HR009: Employment Accommodatio n Policy	-HR	-DONE	
Redeployment	- HSP12.1: Early and Safe Return to work	-HR	-DONE	
<i>ACCESSIBLE BUILT ENVIRONMENT (PUBLIC SPACES)</i>				
Public Space Maintenance	- HR005: Temporary Service Disruption Procedure	Manageme nt team	Ongoing	Preventative and emergency maintenance of the accessible elements in public spaces as required
Parking Lot (Stratford)	n/a	Manageme nt team	-DONE	Remodeled parking lot and added pedestrian path to attach to the city paved sidewalk.



				Accessible paces added to meet current accessibility standard.
Bathrooms (Stratford)	n/a		-Not started (est. 2024/25)	Will remodel office bathrooms in the future. Will ensure it meets code.
ACCESSIBLE BUILT ENVIRONMENT (BUILDING)				
Built Environment Maintenance	- HR005: Temporary Service Disruption Procedure	Management team	Ongoing	Preventative and emergency maintenance of the accessible elements in built environments as required
Finance Department (Fergus)	n/a	Management team	-DONE	Remodeled finance department. Ramped entrance to code added to address department floor step up.

BARRIERS				
Customer/Employee	Date Reported	Individual Responsible	Customer/ Employee Response	Timeline/Result
Orientation (employee)	Sept 2014	HR	n/a	January 2015, Orientation will include customer service training, knowledge of all company policies and procedures and our duty to reasonably accommodate throughout the employment relationship.
Individual Emergency Plan (employee)	Sept 2014	HR	N/A- Plan already in practice but not formally documented.	December 2014, formally document an individual emergency plan for a



				current employee.
Customer (communication)	January 2017	Customer Service	Customer satisfied	Communicated using the TTL device. And gave the link to access to the manual. Customer follow up completed.
Customer (communication)	January 2018	Customer Service	Customer satisfied	Communicated using a sign language interpreter. Follow up communications with customer through email. Customer follow up completed.
Facility Women's Bathroom (Stratford)	February 2022	HR	Employee	Currently women's washroom on the facility floor is inaccessible (upstairs). Should a women require an accessible washroom, the women's office bathroom will be made available.



Company Contact Information:

Feel free to contact us in a way that suits you best. Feedback forms can be filled out in person at our Fergus or Stratford Location

NAME: A. O. Smith Enterprises Ltd.

**ADRESS: 599 Hill St. West
Fergus, ON, N1M 2X1**

**768 Erie Street
Stratford, ON, N4Z 1A2**

**PHONE: Customer Service English: 519 843 1610 ext. 3021
Customer Service French 519 843 1610 ext. 3025**

FAX: 519 787 5509

**EMAIL: Jacynthe Cauchon, jcauchon@hotwater.com
Customer Service Supervisor**

**Mary Shannon, mshannon@hotwater.com
Human Resources Manager**