

AODA Accessibility Policies & Multi-Year Accessibility Plan

ASSA ABLOY of Canada Ltd.

Statement of Commitment

ASSA ABLOY Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Accessible Emergency Information

ASSA ABLOY Canada is committed to providing the customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

ASSA ABLOY Canada will provide ongoing training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

ASSA ABLOY Canada will provide training to:

- Employees
- Persons involved in developing policies for our organization

In addition, training will be provided to all new employees within 30 days of their hire.

Training will cover:

- Accessibility requirements from the *Integrated Accessibility Regulation* and *Accessible Customer Service Standard*
- How the Human Rights Code pertains to persons with disabilities
- Changes that are made to the accessibility policies

Information and Communications

ASSA ABLOY Canada is committed to meeting the communication needs of people with disabilities.

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Accessible Website

We are committed to working towards an accessible website and all new website content will comply with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A, and moving towards Level AA standards, by January 1, 2022.

Policy Development & Availability

ASSA ABLOY Canada will maintain its accessibility policies in a written format. They will be available to the public and will be provided in an accessible format if it is requested.

Accessibility policy and programs will be reviewed on an ongoing basis to address and fix barriers, and to meet legislative changes.

Multi-Year Accessibility Plan

ASSA ABLOY Canada will maintain its multi-year accessibility plan. The plan will be reviewed and updated at least once every five years. It will show our organization's commitment to removing barriers and preventing new ones. See the attached appendix. We will make it available to the public and provide it in an accessible format when requested.

Employment

ASSA ABLOY Canada is committed to fair and accessible employment practices.

Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as support for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability.

Our performance management and career development processes will take into account the accessibility needs of its employees with disabilities.

Return to Work Process

ASSA ABLOY Canada will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability and will:

- Outline the steps we will take to facilitate the employee's return to work;
- Use their individual accommodation plan - where it exists - as part of the process.

Documented Individual Accommodation Plans

Our process for the development of documented individual accommodation plans includes:

- How we include the employee in the development of the plan
- How we consider the employee on an individual basis
- How we would proceed in getting a medical or other expert's opinion on the accommodation of the employee and at our own expense
- How other representatives or agents may or may not be involved
- How the employee's personal information will be protected
- How often the plan will be reviewed and how it will be done
- How the plan will be provided in a format that respects the individual's needs due to a disability

Design of Public Spaces

ASSA ABLOY Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like counters and waiting areas

Feedback and Information

For more information on this accessibility plan, or to request an accessible format of this document at no cost, please contact Human Resources at:

- Phone: 905-738-2466 extension 2271

- E-mail: humanresources@assaabloycanada.ca
- In writing: Attention Human Resources, 160 Four Valley Drive, Vaughan Ontario L4K 4T9

Appendix A; Multi-Year Accessibility Plan

AAC Accessibility Plan as of January 1, 2020	Regulation	AAC Status
General Requirements		
Establish accessibility policies governing how ASSA ABLOY Canada will meet its obligations under the AODA	3.(1)	Complete
Establish, implement and maintain a documented multi-year accessibility plan; post the plan on the website; review and update the plan at least once every five years	4.(1)	Complete
Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	6.(2)	Not applicable
Training on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities	7.(1)	In progress
Customer Service Standards		
Develop, implement and maintain policies governing the provision of ASSA ABLOY Canada’s services to persons with disabilities, and provide in an accessible format upon request	80.46 (1)	Complete
Training on accessible customer service	80.49 (1)	Complete
Information and Communications Standards		
Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	11.(1)	Complete

Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in consultation with the individual, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. Notify the public of the availability of these supports	12.(1), (2) and (3)	Complete
Provide any publicly available emergency response information in an accessible format, upon request	13. (1)	Complete
Ensure new internet websites and web content on those sites conform with WCAG 2.0 Level	14. (4)1	Complete
By January 1, 2021, ensure all internet websites and web content conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded)	14. (4)2	Complete
Employment Standards		
Notify ASSA ABLOY Canada employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	22	Complete
During the recruitment process, notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	23	Complete
Notify successful job applicant of ASSA ABLOY Canada's policies for accommodating employees with disabilities	24	Complete
Inform employees of ASSA ABLOY Canada's policies used to support employees with disabilities	25	Complete
Consult with a requesting employee in a manner that considers his or her disability to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace	26.1 and 26.2	Complete

Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	27	Complete
Develop and implement a written process for documenting individual accommodation plans for employees with disabilities	28	Complete
Develop and implement a return to work process employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work	29	Complete
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	30	Complete
Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	31	Complete
Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	32	Complete
Design of Public Spaces		
Ensure that any new or redeveloped outdoor Paths of Travel (i.e. sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals) comply with the requirements of the AODA	80.22	In progress
Ensure that any new or redeveloped parking (on and off street) complies with the requirements of the AODA	80.32	In progress
Ensure that any newly constructed service counters and fixed queuing lines, and any newly constructed or redeveloped waiting areas, comply with the requirements of the AODA	80.40	In progress

Develop procedures for preventative and emergency maintenance of the accessible elements in the above-noted public spaces and procedures for dealing with temporary disruptions when the above-noted accessible elements are not in working order	80.44	In progress
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