

# **ONTARIO HOSE SPECIALTIES LIMITED**

## **Accessibility for Ontarians with Disabilities Act (AODA)**

### ***Ontario Hose Specialties Limited Multi-Year Accessibility Plan***

The Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) requires that, effective January 1, 2015, under the Integrated Accessibility Standards Regulations, Ontario Hose Specialties Limited establish, implement, maintain and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

Ontario Hose Specialties Limited is committed to our multi-year accessibility plan, outlined below, that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that Ontario Hose Specialties Limited will put in place to improve opportunities for all.

Our accessibility plan is posted on our Ontario Hose Specialties Ltd. website and will be provided in an accessible format upon request.

Ontario Hose Specialties Limited will review and update our accessibility plan at least once every five years.

### **Customer Service Standard**

- Providing goods, services or facilities to people with disabilities

Ontario Hose Specialties Ltd. is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities

### **Workplace Emergency Response Information**

- When Ontario Hose Specialties Limited prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **Customer Service Policy**

Ontario Hose Specialties Limited developed and implemented our Ontario Hose Specialties Limited Accessibility Policy. The policy is posted on our website and will be provided in an accessible format upon request.

# **ONTARIO HOSE SPECIALTIES LIMITED**

## **Customer Service Training**

Ontario Hose Specialties Limited developed and implemented a training program for employees who deal with Customers on behalf of Ontario Hose Specialties Ltd. and those involved in the development of policies, procedures and practices pertaining to the provisions of goods and services to our customers. Our Customer Service training program includes:

- Review of the purposes of the Act and requirements of the Customer Service Standard;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on how to use equipment or devices available at your premises or that you provide otherwise, that may help people with disabilities access your services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology;
- Instruction on what to do if a person with a disability is having difficulty accessing your services.
- Training will be provided to each person as soon as practical after being assigned the applicable duties.
- Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.
- Ontario Hose Specialties Ltd. will keep a log of all the training it provides, documenting who was trained, on what and when.

## **Integrated Accessibility Standards**

The Integrated Accessibility Standard combines standards relating to Information, Communication and Employment.

## **Information & Communications Standard**

Ontario Hose Specialties Ltd. is committed to making company information and communications accessible to persons with disabilities. Ontario Hose Specialties Ltd. will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

# **ONTARIO HOSE SPECIALTIES LIMITED**

## **Feedback, Accessible Formats & Communication Supports**

Ontario Hose Specialties Ltd. is committed to providing high quality goods and services to all of its customers. We welcome feedback from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. Feedback may be provided verbally, in writing, in electronic format, or through other methods, using the contact information outlined in the Customer Feedback section of the policy posted on our website. If an individual wishes to be contacted about their feedback, he or she must provide his or her name and contact information.

Ontario Hose Specialties Ltd. will provide information and communicate in an accessible manner about our goods, services or facilities to people with disabilities, upon request. The information will be provided in a timely manner and at a cost that is no more than the regular price charged.

### **Planned Action:**

The following measures will be/ have been implemented by Ontario Hose Specialties Ltd. to meet the January 1, 2015 deadline:

- Ontario Hose Specialties Ltd. has made our processes for receiving and responding to feedback available to people with disabilities in accessible formats or with appropriate communication supports, upon request.
- Documentation that describes our accessibility commitments will be maintained on Ontario Hose Specialties Ltd. website and provided to individuals, upon request, in a format that takes into account their disability and is mutually agreed upon with Ontario Hose Specialties Ltd. and the person requesting the documentation.
- Ontario Hose Specialties Ltd. will address complaints that arise through the feedback process in a timely manner

### **Accessible Websites & Web Content:**

Ontario Hose Specialties Ltd. will commit to making our internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG), in accordance with the schedule set out in the Integrated Accessibility Standard. Web Content Accessibility Guidelines (WCAG) 2.2 is an international standard for making websites and web content accessible to a broader range of users with disabilities.

### **Planned Action:**

The following measures will be/have been implemented by Ontario Hose Specialties Ltd. to meet the January 1, 2014 and January 1, 2021 deadlines:

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- Our Canadian internet websites and web content will be assessed and evaluated for accessibility to ensure conformance with the WCAG 2.0 Level A requirements to meet the January 1, 2015 deadline.
- We will have plans in place to further assess and evaluate for accessibility to ensure conformance with the WCAG 2.0 Level AA requirements by January 1, 2021.

### **Training**

Ontario Hose Specialties Ltd. has been in compliance with the AODA Accessible Customer Service Standard and will continue to provide Customer Service training to employees and new hires and will enhance the training program as required to comply with the Integrated Accessibility Standard.

The following measures will be/have been implemented by Ontario Hose Specialties Ltd. to meet the January 1, 2015 deadline:

Ontario Hose Specialties Ltd. has provided an AODA Customer Service training program to include and ensure that our employees understand the:

- Integrated Accessibility Standards, and
- Ontario Human Rights Code (as it relates to people with disabilities)

Ontario Hose Specialties Ltd. will continue to provide this training to all employees and volunteers who provide goods, services and facilities on Ontario Hose Specialties Ltd.'s behalf and persons participating in the development and approval of Ontario Hose Specialties Ltd.'s policies as soon as practicable. We will keep and maintain a record of the training provided, including the dates that the training was provided and individuals who participated.

### **Employment Standard**

Ontario Hose Specialties Ltd. will achieve compliance with requirements as set out in the Employment section of the legislation which include Recruitment & Selection, Interviews, Notice to Successful Employees, Informing Employees of Support, Accessible Formats and Communication support, Return to Work Process, Accommodation Process, Performance Management, Career Development and Advancement, Redeployment, Retention, Diversity and Inclusion. We will achieve these goals by January 1, 2016.

### **Planned Action:**

The following measures will be implemented by Ontario Hose Specialties Ltd. to meet the January 1, 2016 deadline:

- Recruitment:

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- Ontario Hose Specialties Ltd. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.
- Recruitment, Assessment & Selection:
  - Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process, upon request
  - Selected applicants will be notified that accommodations are available upon request
  - Successful applicants will be advised of Ontario Hose Specialties Ltd.'s policies for accommodating employees with disabilities
- Informing Employees of Supports:
  - Inform employees of our policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:
    - As required to new employees as soon as practicable after they begin their employment
    - Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability
  - Inform new and existing employees of our policies for supporting employees with disabilities, including employment-related accommodation for disabilities
  - Consult with our employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.
- Documented Individual Accommodation Plans & Return to Work Process:
  - Ontario Hose Specialties Ltd. will develop written individual accommodation plans for employees with disabilities.
  - We will have a documented process in place for supporting employees who return to work after being away for reasons related to their disabilities and require disability-related accommodation in order to return to work and will outline the steps that Ontario Hose Specialties Ltd. will take to facilitate the return to work and include an individual accommodation plan.

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- The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.
- **Performance Management, Career Development & Redeployment:**
  - Ontario Hose Specialties Ltd. will take into account the accommodation needs and/or individual accommodation plans of employees to provide employee with disabilities with the opportunities to advance within the organization.
    - We will use performance management processes that take into account the accessibility needs of employees with disabilities
    - Our career development and advancement opportunities will take into account the accessibility needs of our employees who have disabilities
    - Our redeployment processes will consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met

### **Built Environment**

The Accessibility Standards for the Built Environment focus on removing barriers in two areas: public spaces, and buildings. This standard for the design of public spaces applies only to new construction and major changes to existing features.

#### **Planned Action:**

Ontario Hose Specialties Ltd. will meet the requirements, if applicable, in accordance with the Built Environment standard schedule. Ontario Hose Specialties Ltd. will seek consultation before making any built environment changes and will meet the specific requirements depending on the nature of the changes.

### **Accessible Formats**

Ontario Hose Specialties Ltd. will provide or arrange for a provision of accessible formats and communication supports, upon request, for persons with disabilities in a timely manner, taking into account the person's accessibility needs.

### **Accessibility Report**

Ontario Hose Specialties Ltd. will file accessibility reports outlining their progress towards becoming accessible for persons with disabilities, as required, with the Ontario Ministry of Economic Development, Trade and Employment.

### **Ontario Hose Specialties Ltd. Policy - Lowe's Accessible Customer Care Policy**

## **ONTARIO HOSE SPECIALTIES LIMITED**

Ontario Hose Specialties Ltd. has a separate policy to support our commitment to the AODA Customer Service Standard – Lowe’s Accessible Customer Care Policy. We are committed to ensuring that the requirements set out in the Act and the Customer Service Standard are met and observed.

### **Customer Feedback**

Customers who wish to provide feedback on the way Ontario Hose Specialties Ltd. provides goods and services to people with disabilities are encouraged to participate in our feedback process. In addition to sharing your comments in person, you may also contact us by:

Telephone: 1-877-668-4673

Mail: Ontario Hose Specialties Limited

7245 Pacific Circle

Mississauga, ON

L5T 1V1

All feedback will be directed to Ontario Hose Specialties Ltd. Human Resources Department and or a member of Senior Management. Complaints will be addressed according to our organization's regular complaint management procedures. Customers can expect to hear back within 1 — 3 business days