



Statement of Commitment to Creating and Maintaining Accessibility and an Accessible Environment

Otis Canada, Inc. strives to provide its products and services in a way that respects the dignity and independence of people with disabilities.

Otis Canada, Inc. is 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 by meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. When providing information to or communicating with a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.

Otis Canada, Inc. will provide training to applicable staff about the provision of accessible information and communication to persons with disabilities and all those who are involved in the development and approvals of related policies, practices and procedures.



Integrated Accessibility Standards Policy and Multi-Year Accessibility Plan Introduction

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) which aims to make Ontario accessible by 2025. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas; Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

In accordance with the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11 (the "Regulation") under the AODA, Otis Canada, Inc. ("Otis Canada") has developed a multi-year accessibility plan. This plan outlines the company's strategy to prevent and remove barriers and to meet its requirements under the Regulation. This accessibility plan provides a framework for the next steps that the company will take in order to create an accessible environment.

This Accessibility Plan will be posted on the AODA section of the company's website and will be made available in an accessible format, upon request. The plan will be reviewed and updated at least once every five years.

This policy and plan should be read in conjunction with Otis Canada's Accessible Customer Service Policy.

Training (effective January 1, 2015)

Otis Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and in the *Human Rights Code* as it pertains to persons with disabilities. Training will be provided to the following individuals:

- All employees
- All persons who participate in developing Otis Canada's policies
- All other persons who provide goods, services, or facilities on behalf of Otis Canada

This training will be appropriate to the duties of the individuals noted above.

Otis Canada will ensure that new employees, volunteers, and contractors receive the training as soon as possible following their hire or the commencement of their contract with Otis Canada. Ongoing training will be provided with respect to any changes to Otis Canada's accessibility policies, practices, and procedures.

Otis Canada will develop a tracking form which records when the training was provided and to whom and confirms that the participants understand their obligations under Otis Canada's accessibility policies.

Information and Communication Standards

Feedback (effective January 1, 2015)

Otis Canada will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities (including employees, customers and other members of the public) by providing and arranging for the provision of accessible formats and communication supports, upon request.



To achieve this objective, Otis Canada will review its current feedback processes and make any necessary changes to ensure that the processes are fully accessible to persons with disabilities.

Accessible Formats and Communication Supports (effective January 1, 2015)

If requested, Otis Canada will provide or arrange for its public information to be available in accessible formats for persons with disabilities. Such accommodation will be carried out in a timely manner and will take into account the person's accessibility needs due to disability and will be provided at a cost that is no more than the regular cost charged to other persons. When determining the suitability of the accessible format or communication support, Otis Canada will consult with the person making the request. Otis Canada will notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

However, effective January 1, 2014, Otis Canada will ensure that all new websites and content on those sites meet the specifications of WWW Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level A (except where this requirement is impractical). By January 1, 2021, Otis Canada will ensure that all of its websites and web content comply with WCAG 2.0 Level AA.

To achieve this objective, Otis Canada will consult with its technical staff and review its current web offerings.

Employment Standards

Recruitment (effective January 1, 2016)

Otis Canada will review and amend its recruitment policies to ensure that all job applicants are notified about the availability of accommodation for persons with disabilities. If, during the recruitment process, an individual is selected to participate in an assessment or selection process, Otis Canada will notify the selected applicant that accommodations are available upon request. If a selected applicant requests an accommodation, Otis Canada will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Offers of Employment (effective January 1, 2016)

When making offers of employment Otis Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports (effective January 1, 2016)

Otis Canada will notify its employees of the 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 disability. This information will be provided to new employees as soon as possible after they commence their employment with Otis Canada.

Accessible Formats and Communication Supports for Employees (effective January 1, 2016)



Upon request, Otis Canada will provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job as well as for information that is generally available to employees in the workplace. When determining the suitability of the accessible format or communication support, Otis Canada will consult with the employee making the request.

Workplace Emergency Response Information (effective January 1, 2012)

Otis Canada provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and Otis Canada is aware of the need for accommodation due to the employee's disability.

Individual Accommodation Plans (effective January 1, 2016)

Otis Canada will develop a written process for creating documented individual accommodation plans for employees with disabilities who have requested accommodation. This written policy will comply with the requirements of the Regulation and will respect the employee's privacy.

Return to Work Process (effective January 1, 2016)

Otis Canada will develop, implement, and document a return to work process for employees who have been absent from work for a disability and who require a disability related accommodation. In so doing, Otis Canada will outline the steps that it will take to facilitate the employee's return to work and, where applicable, use documented individual accommodation plans. Any return to work process will respect other applicable procedures regarding an employee's return to work (e.g. WSIB).

Performance Management, Career Development, Advancement and Redeployment (January 1, 2016)

The accessibility needs of employees with disabilities, as well as any individual accommodation plans, will be taken into account when assessing employee performance, career development and advancement and/or redeployment.

Design of Public Space (effective January 1, 2017)

Otis Canada will satisfy its obligations under the Regulation regarding the Design of Public Spaces when building or making major modifications to Otis owned public spaces, including:

- Sidewalks, ramps, stairs, curb ramps, etc.
- Accessible off-street parking
- Service counters and waiting areas

Web Content Accessibility (effective January 1, 2021)

Otis Canada will satisfy its obligation to have its internet website and applicable web content compliant with WCAG 2.0 Level AA in all required areas specified by the Regulation.

Questions

If you have any questions or concerns about this policy or Otis Canada's accessibility plan, please contact the human resources department at 289-556-7042.

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Appendix A

Definition of Terms

Barrier – as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability – as defined by the AODA and the Ontario *Human Rights Code*, means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) a mental disorder
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*