

Accessible Customer Service Policy

INTRODUCTION

Eaton Industries (Canada) Company (“**Eaton**”) has established this Accessible Customer Service Policy (this “**Policy**”) in order to meet the requirements under the *Accessibility Standards for Customer Service* regulation enacted pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (Ontario) (“**AODA**”),

Eaton is committed to ensuring that its practices and procedures in providing its goods and services to people with disabilities respect the dignity and independence of people with disabilities. Moreover, Eaton is dedicated to providing people with disabilities with the same opportunity to access its goods and services and, in so doing, contributing to a more accessible Ontario.

SECTION 1 - DEFINITIONS

Disability:

As defined by the *Human Rights Code* (Ontario), a disability is:

- 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; or
- 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* (Ontario).

Eaton Personnel:

For purposes of this Policy, “**Eaton Personnel**” shall mean any employee (whether full-time, part-time or seasonal), volunteer, employee on assignment from a temporary placement agency, co-op student, consultant or any other staff member that deals with members of the public or other third parties on behalf of Eaton.

Service Animal:

For the purposes of this Policy, a service animal is an animal used by a person with a disability for reasons relating to his/her disability where (i) it is readily apparent that the animal is used by the person for reasons relating to his/her disability; or (ii) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

For certainty, a guide dog, as defined under the *Blind Persons' Rights Act* (Ontario), shall be considered a service animal.

Support Person:

For the purposes of this Policy, a support person is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person can be a paid professional, a volunteer, a friend or a family member.

SECTION 2 – OPERATING PRINCIPLES

Accessible Communication

Eaton Personnel shall communicate with people with disabilities in ways that take into account each person's particular disability.

Service Animals and Support Persons

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a) where services are provided at premises owned or operated by Eaton; and
- b) where the public or third parties normally have access to such premises.

Assistive devices

Eaton is committed to serving people with disabilities who use assistive devices, and customers who wish to use an assistive device in order to access Eaton's goods, services or facilities will be permitted to do so, subject to applicable law. We will ensure that our staff are trained and are familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Disruption in Services or Facilities

Where there is a temporary disruption to Eaton's services or facilities, which may affect persons with disabilities, Eaton shall provide timely notice of the disruption to the public.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice may be provided by posting at the premises.

Eaton will provide training to:

- a) All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of Eaton; and
- b) All those who are involved in the development, approval, monitoring or implementation of Eaton customer service policies, practices and procedures about the provision of Eaton's goods and services to the public and/or third parties.

This training will be provided within 4 weeks of when the individual commences performing duties for Eaton. Additional training will be provided within 4 weeks of any revisions made to this Policy and/or related procedures and practices.

Such training will include the following:

- a) An overview of the AODA and the requirements of the Accessibility Standards for Customer Service;
- b) How to interact and communicate with persons with various types of disability;
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- d) How to use equipment or devices available on Eaton's premises that may help with the provision of Eaton's goods or services to a person with a disability; and
- e) What to do if a person with a particular type of disability is having difficulty accessing Eaton's goods or services.

Feedback Process

Eaton welcomes feedback on the manner in which it provides its customer service to persons with disabilities. Individuals may provide their feedback to HR or Facilities by way of any one of the following methods:

By phone: (905) 333 6442

By mail or in person:

5050 Mainway
Burlington, ON
L7L 5Z1

By email: webfeedbackca@eaton.com

Information regarding the feedback process shall also be made available to our customers.

In the event that Eaton receives a complaint through its feedback process, it shall conduct an investigation, if required, and take any additional actions required to ensure its compliance with the AODA and its regulations. Eaton shall make every effort to provide its response in a timely and effective manner, and shall respond by no later than 10 business days from receiving a complaint through this feedback process.

Responsibilities

Eaton shall review this Policy from time to time to ensure that it remains compliant with the AODA and its regulations.

Supervisors and managers will also ensure that they and their employees are familiar with this Policy.

Monitoring and Contraventions

Supervisors and managers will monitor current practices to ensure compliance with the AODA and its regulations.

In the event that any Eaton employee fails to comply with this Policy, then the employee may be subject to appropriate disciplinary action up to, and including, dismissal. In the event that any Eaton volunteer, temporary placement worker, co-op student or consultant fails to comply with this Policy, then Eaton may take appropriate action up to, and including, termination of the individual's assignment, placement or retainer.

Availability of Documents

All documents that detail Eaton's accessibility policies and procedures will be posted on http://wcm-prod-cs.etn.com/EE_CanadaIntranet/Departments/HumanResources/Policies/index.htm as appropriate, and will be made available upon request. Eaton will make every effort to make the information available to persons with disabilities in a format that takes into account their disability.