



Powering Business Worldwide

Eaton Industries (Canada) Company Multi-Year Accessibility Plan

Eaton's Statement of Commitment

Eaton Industries (Canada) Company 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 accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the *Accessibility for Ontarians with Disabilities Act 2005*, ("AODA"), and its applicable regulations, including Ontario Regulation 191/11 - Integrated Accessibility Standards.

Eaton Multi-Year Accessibility Plan

The objective of the 2005 to 2020 Multi-Year Accessibility Plan is to support Eaton's compliance with the AODA and the Integrated Accessibility Standards Regulations (IASR) and Eaton's commitment to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. This multi-year plan outlines a strategy to prevent and remove barriers in accordance with the current and future requirements of the AODA.

General Requirements

Initiative	Requirement	Action	Status	Compliance Date
1.1 Establishment of Accessibility Policies	1.1.1 Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> Developed and implemented policy that is available upon request 	Complete	Jan 1, 2014
1.2 Accessibility Plans	1.2.1 Large organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	<ul style="list-style-type: none"> Established multi-year plan Accessibility plan has been communicated and made accessible to staff Plan to review multi-year plan every three years 	Complete	Jan 1, 2014
1.3 Training	1.3.1 Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	<ul style="list-style-type: none"> AODA requirements discussed with Senior Leadership Team Conducted training for existing employees and customer facing roles. Training plan in place to train new hires. 	Complete Complete On-going	Jan 1, 2015

Information and Communication Standards

Initiative	Requirement	Action	Status	Compliance Date
2.1 Feedback	Every obligated organization that has processes for 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 communications supports, upon request	<ul style="list-style-type: none"> Implemented process to provide feedback to be directed thru various methods (in-person, phone, email) Staff and management are aware of the need to accommodate upon request through training 	Complete	Jan 1, 2015
2.2 Accessible Formats & Communication Supports	2.2.1 Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the persons' accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.	<ul style="list-style-type: none"> Staff and management are aware of the need to provide accessible formats and communication supports through training upon request 	On-going	Jan 1, 2016
	2.2.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Communicate to staff this requirement through training. Requests directed to Human Resources representative. 	On-going	Jan 1, 2016
	2.2.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> Post on website 	On-going	Jan 1, 2016
2.3 Accessible Websites and Web Content	2.3.1 Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A	<ul style="list-style-type: none"> Assessed current web functionality to ensure compliance and adequate accessibility features Ensure IT are aware of IASR requirements for existing web content 	Complete	<u>Jan 1, 2014</u> New internet websites and web content on those sites must conform with WCAG 2.0 Level A.
	and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<ul style="list-style-type: none"> Continue to advise IT of any updates or changes to WCAG Work with IT to create a project plan to ensure WCAG guidelines are met 	In Progress	<u>Jan 1, 2021</u> All internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> success criteria 1.2.4 Captions (Live) success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Employment Standard

Initiative	Requirement	Action	Status	Compliance Date
3.1 Recruitment, General	3.1.1 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Specify Eaton's commitment to providing accommodation to persons with disabilities upon request on website and job postings 	Complete	Jan 1, 2016
3.2 Recruitment, Assessment or Selection Process	3.2.1 During a recruitment process, an employer shall 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.	<ul style="list-style-type: none"> Job postings and job offers to include statement that accommodation for applicants with disabilities is available upon request Train recruiting staff on how to handle accommodation requests 	On-going	Jan 1, 2016
	3.2.2 If a selected applicant requests an accommodation, the employer shall 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.	<ul style="list-style-type: none"> Train staff on procedures to arrange for accommodations 	On-going	Jan 1, 2016
3.3 Notice to Successful Applicants	3.3.1 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Incorporate a statement in offer letter/agreement 	Complete	Jan 1, 2016
3.4 Informing Employees of Supports	3.4.1 Every employer shall inform its employees of its policies used to support its 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.	<ul style="list-style-type: none"> Continue to follow current Communication Plan to educate and advise Eaton staff on accessibility policies, plans and processes 	On-going	Jan 1, 2016
	3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> Upon hire provide training 	On-going	Jan 1, 2016
	3.4.3 Employers shall provide updated information to its employees 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 disability.	<ul style="list-style-type: none"> See Section 3.4.1 	On-going	Jan 1, 2016
3.5 Accessible Formats and Communication Supports for Employees	3.5.1 In addition to its obligations under section 2.2, where an employee with a disability so requests it, every employer shall consult with the employee 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.	<ul style="list-style-type: none"> Educate employees and managers on the availability and process to request accessible formats and communication supports 	On-going	Jan 1, 2016
	3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Process in place for consulting with employees to determine accommodation needs 	On-going	Jan 1, 2016

		(educate managers to have conversations and escalate), advise employee of options		
3.6 Workplace Emergency Response Information	3.6.1 Every employer shall 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.	<ul style="list-style-type: none"> Established process to provide individualized emergency response information to accommodate employees with disabilities upon need 	Complete	Jan 1, 2012
	3.6.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> Employee's consent is included in the process above 	Complete	Jan 1, 2012
	3.6.3 Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> Upon request, the worker's manager or Human Resources Manager will work with the individual to provide Individual Workplace Emergency Response Information 	Complete	Jan 1, 2012
	3.6.4 Every employer shall review the individualized workplace emergency response information, <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	<ul style="list-style-type: none"> Individualized workplace emergency response information reviewed with worker when workplace circumstances change (new role, temporary assignments, new work location, etc) 	Complete	Jan 1, 2012
3.7 Documented Individual Accommodation Plan	3.7.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	<ul style="list-style-type: none"> Established written process to provide individualized accommodation plan to employees with disabilities upon need 	Complete	Jan 1, 2016
	3.7.2 The process for the development of documented individual accommodation plans shall include the following elements: <ul style="list-style-type: none"> (a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. (b) The means by which the employee is assessed on an individual basis. (c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how 	<ul style="list-style-type: none"> Established process to provide individualized accommodation plan to employees with disabilities upon need 	Complete	Jan 1, 2016

	<p>accommodation can be achieved.</p> <p>(d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>(e) The steps taken to protect the privacy of the employee's personal information.</p> <p>(f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>(g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>(h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
3.8 Return to Work Process	3.8.1 Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	<ul style="list-style-type: none"> Established return to work process to accommodate employees with disabilities 	Complete	Jan 1, 2016
	3.8.2 The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees	<ul style="list-style-type: none"> Include steps in return to work process checklist 	Complete	Jan 1, 2016
3.9 Performance Management	3.9 An employer that uses performance management in respect of its employees shall 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.	<ul style="list-style-type: none"> Review performance management, career development and redeployment policies or other written documentation to ensure that they do not contain any barriers or unreasonable requirements in relation to employees with disabilities, and to ensure that, where applicable, they incorporate accessibility as part of the performance management, career development and redeployment process 	On-going	Jan 1, 2016
3.10 Career Development and advancement	3.10 An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual	<ul style="list-style-type: none"> See Section 3.9 	On-going	Jan 1, 2016

	accommodation plans, when providing career development and advancement to its employees with disabilities.			
3.11 Redeployment	3.11 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none"> • See Section 3.9 	On-going	Jan 1, 2016

Feedback

Eaton's Multi-Year Accessibility Plan is posted on Eaton's website and will be reviewed and updated at least once every three years.

For Eaton staff:

If you have any questions, or have feedback related to Eaton's Multi-Year Accessibility plan, please contact your local Human Resources Representative or reach out to Erick Yuja by email erickyuja@eaton.com or by telephone (905) 693-6009.

For the Public:

If you have any questions, or have feedback related to Eaton's Multi-Year Accessibility Plan, please email webfeedbackca@eaton.com or contact (905) 333-6442.