Accessibility for Ontarians with Disabilities Act (AODA) Policy

Purpose and Statement of Commitment

The stated purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is:

To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

The Integrated Accessibility Standards Regulation ("IAS") has been established under the AODA to ensure accessibility for every person with a disability in the areas of (i) information and communication, (ii) employment, (iii) transportation, (iv) design of public space and (v) customer service.

Bosch Building Technologies strives to provide an accessible environment for its employees, customers and members of the public. The Company is committed to developing, implementing and maintaining policies aimed at meeting the accessibility needs of persons with a disability in a timely manner.

The objective of this policy is to identify and document how the Company seeks to achieve compliance with the requirements of the IAS and how it will continue to work toward improving accessibility for persons with a disability.

Nothing in this Policy is intended to replace or negate existing laws related to accessibility for persons with disabilities including but not limited to the *Human Rights Code* ("Code") and the *Workplace Safety and Insurance Act, 1997*.

Application

The Policy applies to:

- Every person who is an employee of, or a volunteer with, the Company in Ontario.
- Every person who participates in developing the Company's policies applicable in Ontario.
- Every other person who provides goods, services or facilities on behalf of the Company in Ontario.

Important Definitions

Barrier: 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.

Accessible Format: May include, but is not limited to, large print, recorded audio and electronic format, braille and any other format usable by a person with a disability.

Assistive Device: Any device used to assist a person in performing a particular task or tasks or to aid the person in an activity of daily living.

Communication Support: May include, but is not limited to, captioning, alternative and an augmentative communication support, plain language, sign language and any other support that facilitates effective communication.

Disability: 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; a condition of mental impairment or a developmental disability; a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog: A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons' Rights Act 1990 s1 (1)).

Service Animal: Means an animal that can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, for which the person provides documentation from a member of one of the regulated health professionals listed in the IAS, confirming the person requires the animal for reasons relating to the disability.

Support Person: A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services and facilities.

Web Content Accessibility Guidelines ("WCAG"): Means the international standard for making a website and web content accessible to people with a wide-range of disabilities.

Policy

1. **Governing Principles:**

The Company is committed to providing goods, services and facilities in accordance with the following governing principles:

a. The provision of goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities;

b. The provision of goods, services and facilities to persons with disabilities in a manner that is integrated with the provision of goods, services and facilities to others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services and facilities; and

c. Giving persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the Company's goods, services and facilities.

2. **Communications**

When communicating with a person with a disability, individuals working on behalf of the Company will do so in a manner that takes into account the person's disability and makes reasonable efforts to ensure the person with a disability understands both the content and intent of its communications.

When asked, we will provide information about our organization and its goods, services and facilities, in an Accessible Format or with Communication Supports. Accessible Formats and Communication Supports will be provided in a timely manner and at a cost no more than the regular cost charged to any other person.

We will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support. The Company will also notify the public of the availability of Accessible Formats and Communication Supports.

We will ensure the Company's processes for receiving and responding to feedback are accessible to a person with a disability by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request. We will notify the public of the availability of Accessible Formats and Communication Supports for feedback purposes.

We will ensure that, where practicable, the Company's website and content on the website published after January 1, 2012, conforms with WCAG 2.0 Level AA requirements to the extent required by the IAS.

3. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify job applicants who are individually selected to participate in an assessment or selection process that accommodation is available upon request if the applicant requires accommodation due to a disability.

If an applicant requests accommodation, we 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.

When making an offer of employment we will notify the successful applicant of the Company's policy on accommodating employees with a disability. We will inform employees about the Company's policies on supporting an employee with a disability, including but not limited to, its policy on the provision of job accommodation. This information will be provided to a new employee as soon as practicable after commencing employment.

Upon the request of an employee with a disability, we will provide or arrange for the provision of Accessible Formats and Communication Supports to ensure information required by the employee to perform their job and/or information generally available to an employee in the workplace is accessible to the employee with a disability. We will consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support.

We have a written process for developing a documented individual accommodation plan for an employee with a disability. The process includes all elements required by the IAS. Any individual accommodation plan prepared for an employee will include:

a. Information on Accessible Formats or Communication Supports provided to the employee.

b. Any individualized workplace emergency response plan developed for the employee.

c. Any other forms of accommodation being provided to the employee as a result of his or her disability.

We also have a written process for any employee who may be returning to work following a disability-related leave of absence. The process includes the steps

taken to facilitate the employee's return to work and the development of any required individual accommodation plan on return.

For more information, please consult the Company's Individual Accommodation and Return to Work Policy.

Where needed, we will also provide individualized emergency response information to help an employee with a disability during an emergency. This information will be provided as soon as practicable after the Company becomes aware of the employee's need for an individualized response. We will review the individualized workplace emergency response information when (i) the employee moves to a different work location, (ii) the employee's overall accommodation needs or plans are reviewed, and/or (iii) the Company reviews its general emergency response policies.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

4. Customer Service

We are committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as is provided others.

5. Use of Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our goods, services and facilities. If there is a physical, technological or other type of Barrier that prevents the use of an Assistive Device on the Company's premises, the Company will make efforts to provide an alternative means of assistance to the person with a disability.

6. Use of Service Animals

The Company is committed to welcoming persons with disabilities and their Service Animals or Guide Dogs in all areas of its premises that are open to the public or to other third parties unless the Service Animal or Guide Dog is excluded by law. If a Guide Dog or Service Animal must be excluded by law, the Company will provide the explanation for why and explore alternative ways to meet the customer's needs.

7. Use of Support Persons

The Company is committed to welcoming people with disabilities accompanied by a Support Person. The person with a disability will have access to their Support Person at all times while on the Company's premises.

The Company may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the Company determines:
A Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
There is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises

8. Training

The Company is committed to providing training to all persons to whom this Policy applies. The training will include the following:

a. A review of the purpose of the AODA and requirements of the IAS.

b. The Company's obligations under the Code as they relate to persons with disabilities.

c. A review of the Policy.

d. How to interact and communicate with persons with various types of disabilities.

e. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.

f. How to use equipment or devices made available on the Company's premises to assist persons with a disability to obtain, use or benefit from the Company's goods, services and facilities.

g. What to do if a person with a disability is having difficulty accessing the Company's premises and/or services.

The Company will ensure training is provided to all persons to whom this Policy applies as soon as practicable after a new individual assumes a role to which this Policy applies. On-going training will also occur as changes are made to the Policy.

The Company will maintain records of the individuals to whom training is provided and when the training occurred.

9. Notice of Temporary Disruption of Services

The Company will notify customers and the public if there is a planned or unexpected disruption of a facility or service a person with a disability may otherwise use to access the Company's goods, services and facilities. The notice will be posted where it is likely to come to the attention of the Company's customers, such as at the entrance of the Company's premises and/or on the home page of the Company's website.

The notice will include the following information:
The facility or service that is unavailable.
The anticipated duration of the disruption.
The reason for the disruption.
Alternative facilities or services, if available.

10. Feedback Process

We welcome feedback on how the Company provides goods, services and facilities to persons with disabilities.

The Company will provide and publish methods available for giving feedback on our website. These methods will permit persons to provide their feedback in a variety of ways, such as in person, by telephone, in writing, or by email. The Company will make information about this feedback procedure readily available to the public and shall make it accessible to a person with a disability by providing or arranging for the provision of Accessible Formats and Communication Supports, on request.

Where the feedback requires the Company to take an action or where a complaint is received, the Company will take the necessary action in response to the feedback or complaint and will document the action taken. This documentation will be available upon request.

11. Documentation Available and Format of Documents

This Policy and any other documentation required by the IAS shall be made available to any member of the public upon request. Notification of the availability of this documentation will be posted at a conspicuous place on the Company's premises, by posting it on the Company's website, or by such other method as is reasonable in the circumstances.

The Company will provide documents, or the information contained in documents, required to be provided under the IAS, to a person with a disability in an Accessible Format or with a Communication Support, upon request. Where a request is so made, the document(s) will be provided in a timely way and in a manner that takes into account the person's accessibility needs due to disability. The document will also be provided at a cost that is no more than the regular cost charged to other persons. The Company will consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

12. Questions about this Policy

For more information on this accessibility policy or to provide feedback, please contact Human Resources at askhr.bt-na@bosch.com