



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

In June, 2005 the Ontario government passed the Accessibility for Ontarians with Disabilities Act (“AODA”). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians. This policy applies to all P&WC facilities located in Ontario.

### **Purpose**

The purpose of this policy is to outline practices and procedures in place at Pratt and Whitney Canada (“P&WC”) to help identify and remove barriers that impede a person’s ability to access our services. Though we have limited physical access by customers to our premises, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

For the purposes of this policy, “customers” will include: employees, contractors, company customers and suppliers, building visitors and members of the public.

Our goal is to ensure that the Policy and related practices and procedures are consistent with the following four core principles:

- I. **Dignity-** Persons with a disability must be treated as valued customers who are as deserving of service as any other customer.
- II. **Equality of Opportunity-** Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
- III. **Integration-** Where possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer.
- IV. **Independence-** Goods and services must be provided in a way that respects the independence of persons with a disability.

### **Acronyms & Definitions**

Per the Human Rights Code of Ontario (“The Code”), “Disability’ covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions. The Code protects people from discrimination because of past, present and perceived disabilities.”

P&WC is committed to providing equal access to our goods and services to all our current and potential customers, including those with any type of disability.



### **Service Animals**

Service animals will be permitted access for customers requiring assistance to any area within P&WC that would regularly be accessible to customers. Service animals will be permitted on premises except within areas that are excluded by law, or contrary to health regulations.

Animals are considered service animals if:

- I. it is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- II. the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

### **Support Persons**

In addition to any outside party who gains access to our facility, individuals that require a support person will be allowed to have the support person accompany him/her to any area within P&WC that are accessible to customers. Outside parties and support persons are still subjected to the standard P&WC screening process including background checks and respective clearances to gain access to areas of the facility where confidentiality and security would be a concern. Such checks will need to be completed prior to the support person being permitted access. Support persons are expected to follow P&WC rules and regulations. Support persons are identified as such if:

- a. it is readily apparent that the person is providing assistive support to someone with a disability; or
- b. the person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

### **Assistive Devices**

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane, power mobility devices, oxygen tanks and hearing aids.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, the company will first try to remove the barrier. If the company is not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability that are reasonable and necessary.



## **Notice of Temporary Disruptions**

Per our existing emergency response plan, where there is a disruption, P&WC will take all reasonable steps to provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **Employee Training**

P&WC will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures to the provision of goods and services.

All staff that interacts with actual or potential customers has been trained in this policy, as well as in ways to appropriately communicate with persons with disabilities. New employees to P&WC will be trained on Accessible Customer Service within two (2) weeks after being hired.

Training will include:

- An overview of the Accessibility for Ontarions with Disabilities Act, 2005, and the requirements of the customer service standard;
- The company's plan related to the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on-site or other equipment that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the company's goods and services.

Staff will also be trained when changes are made to the accessible customer service plan.



### **Feedback Process**

P&WC welcomes feedback on the ways in which it provides its customer service to persons with disabilities. Comments, questions and suggestions about the provision of our goods or services to people with disabilities can be directed to Plant 22 Human Resources.

Wherever possible, feedback regarding customer service for persons with disabilities will be responded to by the person to whom it has been directed. Where the feedback is of a more general nature, Plant 22 Human Resources will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.

### **Availability of Documents**

All documents that detail P&WC accessibility policies and procedures will be made available through the PWC intranet or made available by Human Resources upon request. P&WC will make every effort to provide information available to persons with disabilities in a format that take into account their disability.