

Hobart Food Equipment Group Canada, a division of ITW Canada Inc. Accessibility Policies and Multi-Year Accessibility Plan

Accessibility Plan and Policies for Hobart Canada

This accessibility policy and plan outline the actions that Hobart Food Equipment Group Canada, a division of ITW Canada Inc. (the “Company”) has and will put in place to improve opportunities for people with disabilities, and will be implemented in accordance with the time frames set out in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). In addition to this policy and plan, the Company also has a separate policy regarding accessible customer service.

Statement of Commitment

The 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 needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

Emergency Information and Procedures

The Company is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide individualized workplace emergency response information to employees with disabilities if we are made aware of the need for accommodation.

Training

The Company will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by **January 1, 2015**:

- Management will be trained on the Accessibility for Ontarians with Disabilities Act, 2005 by completing the 5 training modules that are posted on the Ontario Human Rights Commission website: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>]
- Employees that deal with the public or other third parties on behalf of the organization, as well as every person who participates in developing policies, practices, and procedures on

providing goods or services to the members of the public or third parties will be trained on “The Accessibility Standards for Customer Service”. The training will include:

- A review of the purpose of the AODA and the requirements of the Customer Service Standard
- How to interact and communicate with people with various disabilities.
- How to interact with people with disabilities who use assistive devices, service animals or support persons.
- What to do if a person with a disability is having difficulties accessing the goods or services provided by the organization.
- A review of the policies, practices and procedures related to providing services to people with disabilities.

A record of this training will be kept, including the dates on which training is provided and the number of individuals to whom it is provided.

Self-Serve Kiosks

The Company does not have any self-serve kiosks.

Feedback Processes

The Company will take reasonable steps to ensure that its existing feedback processes are accessible to people with disabilities upon request. Feedback can be provided through various means and in various forms including:

- Verbally to a representative of Hobart Canada
- Via e-mail: Brigitte.marquis@hobart.ca
- By mail: 801-105 Gordon Baker Road, North York, Ontario, M2H 3P8
- By phone: 416-496-4307

Websites

The Company will take reasonable steps to ensure that all new websites controlled by the Company directly or through a contractual relationship that allows for modification of the product, and content on those sites published after January 1, 2012, conform with WCAG 2.0, Level A, except where meeting the requirement is not practicable.

We will also take reasonable steps to ensure that all websites controlled by the Company, and content on those sites published after January 1, 2012 (other than live captions and pre-recorded audio descriptions), conform with WCAG 2.0, Level AA by January 1, 2021, except where meeting the requirement is not practicable.

Employment

The Company is committed to fair and accessible employment practices.

We will take reasonable steps to implement the following actions by January 1, 2016:

- The Company will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired;
- The Company will develop and put in place a process for developing individual accommodation plans for employees with disabilities;
- The Company will develop and put in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- The Company will ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development and advancement, or redeployment processes.

The Company will also take reasonable steps to prevent and remove other accessibility barriers identified.

Design of Public Spaces

The Company will meet the Design of Public Spaces Standards when building or making major modifications to public spaces by January 1, 2017, including service-related elements, such as service counters, fixed queuing lines and waiting areas.

We will also put reasonable procedures in place to prevent disruptions to accessible parts of these public spaces and to deal with temporary disruptions when accessible elements required under these Standards are not in working order.

In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

Contact information

For more information about this accessibility policy and plan, please contact Brigitte Marquis at:

- Phone: 416-496-4307
- Email: Brigitte.marquis@hobart.ca

Accessible formats of this document are available free upon request from the person listed above.