



## PROCEDURE

## Accessibility Standards

### 1. Purpose

The purpose of this procedure is to ensure Fronius is providing equal treatment to people with disabilities. The following outlines the responsibilities of all workplaces parties and the steps that will be taken to ensure we are providing both dignity and independence for people with disabilities.

### 2. Scope

This procedure applies to all employees at the office in Ontario and may apply to any persons affected by our business operations. It applies on and off site activities, that aught reasonably associated with the workplace (e.g. social events). Within the scope of the procedure standards shall be outlined for the following:

- Provision of Services and Accommodations
- Information and Communications
- Notice of Disability
- Implementation Plan

### 3. Definition

#### Assistive Device

An assistive device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker, personal oxygen tank, or other devices that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

#### Disability

- (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, including diabetes mellitus, epilepsy, a brain injury, and 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 animal or on a wheelchair or other remedial appliance or device,
- (b) A condition of mental health impairment or a development disability,
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding, using symbols or spoken language,



- (d) A mental disorder, or
- (e) An injury or disability for which benefits were claimed or received under benefits, including a company sponsored insurance plan or benefit entitlement established under the Workplace Safety and Insurance Act, 1997.

#### Guide Dog

A guide dog is a highly-trained working dog that has been trained by one of the facilities listed in Ontario Regulation 58 under the Blind Person's Rights Act, to provide mobility, safety and independence for people who are blind.

#### Service Animal

A service animal is trained to do work or perform tasks for the benefits of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

#### Support Person

A support person means, in relation to a person with disability, a person who accompanies him/her in order to assist with communication, mobility, personal care, medical needs or access to goods and services.

## 4. Responsibilities

### ***Management***

- Take all reasonable precautions to eliminate any discrimination towards persons with disability.
- Support working environments that meet the needs of individuals with disabilities.

### ***Human Resources***

- Take all reasonable precautions to eliminate any discrimination towards persons with disability.
- Assist with developing and managing the implementation of accommodation plans, where a disability (as defined by this policy) is identified, ensuring confidentiality of information and dignity of the person(s) involved is not affected.
- Where required create and review individual emergency response information for any employee(s) with disability.
- Monitor the process of the accessibility plan and assist with implementation of new policies and procedures rollout.
- Provide training and overview of new policy and AODA requirements to all Fronius employees.



**Employees**

- Attend training and education sessions when required.
- Immediately report to Management and HR any knowledge or request for accessibility.
- Communicate with any persons with a disability in a manner that takes into consideration his/her disability.
- Follow all procedures in place for Accessibility Standards, and support the accommodation of a person(s) with disability, as defined by this policy.

**5. Procedure**

A. Provision of Accommodation and Services

Service Commitment

Fronius will ensure reasonable effort to ensure policies; procedures and practices are consistent with principles of dignity, independence, integration and equal opportunity by:

- Ensuring customer service value and quality for each person;
- Allowing any person(s) with disabilities to do things in their own ways, own pace as long as it does not present a safety risk;
- Communicate with person(s) with a disability in a manner that takes into consideration his/her disability;
- Ensure any person(s) with disabilities are able to use any assistive device and/or bring their service animal/support person onto parts of our premises open to the general public.

B. Accommodation

The following are assistive services and or devices that shall be considered under the scope of this procedure:

▪ **Assistive Devices**

A person(s) with disability may use his/her own assistive device when required on Fronius property, as long as it does not present a safety risk to the person or any other Fronius employee. Example, open flames and oxygen tanks cannot be near one another. Where a person requires an assistive device for the purpose of mobility, services will be provided in the location to suit the individual's needs.



- **Service Animal**

Service animals will be allowed access to areas that are open to the general public unless otherwise executed by law or present a safety risk to the person or their guide dog and or service animal.

- **Support Person**

Fronius is committed to welcoming people with disabilities who are accompanied by a support person. Person(s) with a disability accompanied by a support person is allowed access to Fronius premises where it does not create or present a safety risk for the person(s), or support person.

**6. Communication and Information**

Fronius shall notify any persons that documents related to the Accessibility Standard Procedure are available upon request, and appropriate format of communication support. Communication of this procedure may be provided through the following processes, but not limited to the list below:

- New Hire Orientation
- Website

**7. Notice of Disability**

Where a person becomes aware of a disability, the following actions shall be taken:

- If it's an employee, they shall report the disability as defined by this procedure to their direct supervisor/manager.
- The supervisor/manager shall advise human resources to ensure that the appropriate level of accommodation is provided to the employee as outlined by this procedure.
- Where the person is a client/visitor, the person made aware of the disability shall notify the appropriate level of management as it relates to the level of accommodation required for the individual with the disability.
- An accommodation plan where appropriate will be developed and reviewed with the appropriate managers and the individual with a disability requiring accommodation.



- An emergency plan shall be developed and documented where an accommodation plan is required. Fronius provides any person with publically available emergency information in an accessible way upon request.

## **8. Implementation Plan**

As part of Fronius accessibility standards, a plan has been developed to ensure that our services and processes are updated to accommodate persons with disabilities. The implementation of this plan shall begin June 13, 2016 with its completion by January 1, 2020 and will be reviewed every five years. The following matrix outlines provisions of the plan:

- Training/Communication of new policy standards (Goal for completion: December 31, 2016)
  - Training to be provided to all current employees
  - Policy communication to be implemented in new hire orientation
- Fronius Canada Website (Goal for completion: December 31, 2017)
  - Update website to conform with Web Content Accessibility Guidelines as deemed necessary.
- Update Recruitment Procedure (Goal for completion: December 31, 2016)
  - Update recruitment material to include our accessibility standards as required.
- Implement Return to Work Policies (Goal for completion: September 30, 2016)
  - Develop policies and procedures outlining return to work processes for employees with disabilities.

## **9. Records**

Documents generated from internal training regarding Accessibility for Ontarians with Disabilities Act will be retained on file in HR.

Records of accommodations plans and employee emergency response information forms shall be filed in HR in the individual personnel file.

## **10. Measures**

N/A



**11. References**

Website

Orientation

Employee Emergency Response Information Form