



## POLICY STATEMENT

Policy Number 6.03

### Parker Hannifin Canada

<b>Subject</b>	<b>Effective Date</b>	<b>Supersedes</b>	<b>This Sheet</b>	<b>Total Sheets</b>
<b>Multi-Year Accessibility Plan</b>	<b>1/1/2014</b>	<b>N/A</b>	<b>1</b>	<b>13</b>

#### **1 Policy**

- 1.01 Parker Hannifin will establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.
- 1.02 The multi-year accessibility plan will indicate how Parker Hannifin intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities.
- 1.03 Specifically, the multi-year plan will:
  - a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers.
  - b) Set annual goals for specific improvements to accessibility.
  - c) Establish action plans for meeting those goals and initiating accountability at various levels.
  - d) Seek input and suggestions from the wider organizational community.

#### **2 Purpose**

- 2.01 The purpose of this Statement of Policy and Procedure is to create a workable multi-year accessibility plan that outlines Parker Hannifin's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of all customers and employees with disabilities,

and provide a mechanism for planning, reviewing and evaluating the implementation of AODA Accessibility Standards.

### **3.0 Scope**

3.01 This policy applies to all employees and all facilities of Parker Hannifin in Ontario.

### **4 Responsibility**

4.01 It is the responsibility of Parker Hannifin to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.

4.02 It is the responsibility of Parker Hannifin to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.

4.03 It is the responsibility of Parker Hannifin to post the plan in a visible place on the premises and on the corporate website.

4.04 It is the responsibility of Parker Hannifin to provide all information relating to the plan in alternative formats upon request.

4.05 It is the responsibility of Parker Hannifin to review and update the plan at least once every five years.

4.06 It is the responsibility of the Division HR Manager to:

- a) Identify and understand structures, laws, rules, policies, programs, practices and services of or applicable to, the organization regarding accessibility and barriers to access that people with disabilities may encounter.
- b) Ensure the organization meets its obligations under the AODA to develop a multi-year accessibility plan and other requirements as required under the law.
- c) Develop and implement an accessibility plan that includes, among other things:

The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years through consultation with people with disabilities, the community ( if applicable) and employees.

An annual action plan to eliminate barriers as per established standard and priority

- d) Evaluate the progress made toward achieving objectives as per AODA target dates and completion dates
- e) Update the multi-year accessibility plan and make it available to the general public
- f) Act as the organization's ambassador in the elimination of barriers and promotion of accessibility
- g) Communicate all documents (e.g. policies, plans) to members of the organizations staff and ensure they are trained on accessibility issues and the policies and plans required by law.
- h) Prepare and submit the necessary reports and documentation to the organization executives and the government
- i) Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments at least four times a year.

## 5 Definitions

*Disability*, as defined by the AODA and the *Ontario Human Rights Code*, is:

- 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*.

## References and Related Statements of Policy and Procedure

### **Accessibility for Ontarians with Disabilities Act, 2005**

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.02-Multi-year accessibility plans

SPP AS 3.03- Purchasing or acquiring goods, services or facilities

SPP AS 3.04-Self-service kiosks

SPP AS 3.05-Accessibility and human rights training

## 6 Policies and Plans

### 6.01

The Customer Service Standard (Ontario Regulation 429/07) was the first standard under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability requirements include development of a policy, practices, procedures as well as the provision of training for existing and new employees.

Parker Hannifin Canada submitted compliance reports to the Province in December 2013, addressing the requirements of the Regulation and that the company was meeting the compliance obligation. We will continue to ensure compliance with the Customer Service Standard.

Parker Hannifin Canada developed feedback processes to respond to inquiries and suggestions received by phone, email, mail, in person. This has been communicated to internal and external stakeholders and employees were trained on the Customer Service Standard.

### 6.02 **Parker Hannifin Multi-Year Accessibility Plan 2014-2019**

Parker Hannifin Canada reviewed the requirements of the Integrated Accessibility Standards Regulation (IASR). An IASR Statement of Commitment was drafted to address how Parker Hannifin Canada achieves or will achieve accessibility through meeting the IASR's requirements. The Multi Year Accessibility Plan was developed in accordance with the IASR through conducting assessments to measure the organization's attitudinal, communication and physical barriers. The Multi Year Accessibility Plan outlines a strategy to prevent and remove the identified barriers and address the current and future requirements of the AODA.

Action	Responsibility	IASR compliance date	Status	Target Date/Notes
<b>Accessibility Policies</b> <ul style="list-style-type: none"><li>Develop and implement Integrated Accessibility</li></ul>	Human Resources Department	Jan 1, 2014		December 2014

<p>Standards Policy</p> <ul style="list-style-type: none"> <li>▪ Make the policy publicly available and provide in an accessible format, upon request</li> <li>▪ Review &amp; update policies as required</li> </ul>			
<p><b>Create a Multi-Year Accessibility Plan</b></p> <ul style="list-style-type: none"> <li>▪ A multi-year accessibility plan was developed</li> <li>▪ Post multi-year accessibility plan on website and provide in an accessible format, upon request</li> <li>▪ Review and update the plan at least once every five years</li> </ul>	Human Resources Department	Jan 1, 2014	Dec 2014
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ Parker Hannifin Canada will provide training to all employees who deal with customers on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the regulation and on the Human Rights Code as it pertains to persons with disabilities</li> <li>▪ The type and intensity of training on the requirements of the accessibility standards and the Human Rights Code will vary according to the duties of the employee or others.</li> <li>▪ Parker Hannifin Canada will maintain a record of the dates when the training is provided and the number of individuals to whom it was provided.</li> </ul>	Human Resources Department	Jan 1, 2015	Dec 2012 and ongoing
<p><b>Emergency procedures, plans or public safety information</b></p>	Human Resources Facilities/Engineering Departments	Jan 1, 2014	Jan 2014

<p>Parker Hannifin Canada in cooperation with our facilities manager will:</p> <ul style="list-style-type: none"> <li>▪ Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency</li> <li>▪ Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities</li> <li>▪ Upon request provide the information in an accessible format or with communication supports as soon as possible</li> <li>▪ Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports</li> <li>▪ Provide such information at a cost not more than the regular cost charged to other people</li> </ul>			
<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>▪ Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding Parker Hannifin Canada's information and communication systems and/or documents</li> </ul>	<p>Human Resources and IT Department in consultation with the Customer Service Department</p>	<p>Jan 1, 2015</p>	<p>Dec 2014</p>
<p><b>Accessible Communication Formats</b></p> <ul style="list-style-type: none"> <li>▪ Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.</li> </ul>	<p>Human Resources and IT Department in consultation with the Customer Service Department</p>	<p>Jan 1, 2016</p>	

<p>Consult with the person making the request to determine suitability of accessible format or communication support.</p> <ul style="list-style-type: none"> <li>▪ Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons.</li> </ul>			
<p><b>Accessible Websites and Web Content</b></p> <ul style="list-style-type: none"> <li>▪ Parker Hannifin Canada websites and web content published after 2012 will conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</li> <li>▪ * Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</li> </ul>	IT Department	Beginning Jan 1, 2014 & ongoing through to Jan 1, 2021	Dec 31, 2020
<p><b>Workplace Emergency Response System</b></p> <ul style="list-style-type: none"> <li>▪ Parker Hannifin Canada will provide individualized workplace emergency response information to employees who have disclosed a disability</li> </ul>	Human Resources Department and the Joint Occupational Health and Safety Committee	Jan 1, 2012 and ongoing	Jan 1, 2012 and ongoing
<p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>▪ Review existing recruitment, onboarding and return to work policies and processes to identify accessibility barriers in employment</li> </ul>	Human Resources Department	Jan 1, 2016	Dec 2015

<ul style="list-style-type: none"> <li>▪ On Parker Hannifin Canada's external and internal recruitment channels specify that accommodation is available for job applicants with disabilities</li> </ul> <p>Inform Candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> <li>• When called for an interview</li> <li>• During the selection process</li> <li>• At the time of job offer</li> <li>• At orientation</li> </ul>				
<p><b>Support information for employees</b></p> <ul style="list-style-type: none"> <li>▪ Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment</li> <li>▪ Update information provided to employees as policies change</li> </ul>	Human Resources Department	Jan 1, 2016		Dec 2015
<p><b>Accessible formats and communication</b></p> <ul style="list-style-type: none"> <li>▪ Upon request by an employee with a disability provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.</li> </ul>	Human Resources Department	Jan 1, 2016		Dec 2015
<p><b>Documented individualized plans</b></p> <ul style="list-style-type: none"> <li>▪ Develop and implement a return to work process for employees absent due to disabilities who require accommodation to return to work</li> </ul>	Human Resources Department	Jan 1, 2016		Dec 2015
<p><b>Performance Assessment/Career Development//Redeployment</b></p> <ul style="list-style-type: none"> <li>▪ Parker Hannifin Canada will take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment</li> </ul>	Human Resources Department	Jan 1. 2016		Dec 2015

Physical Spaces within Parker Hannifin Canada				
<p><b>4635 Durham Rd. S. Grimsby, ON L3M 4G4</b></p> <ul style="list-style-type: none"> <li>▪ Place a new contact list stand in lobby</li> <li>▪ <b>Accessible washrooms:</b> Change exterior accessible washroom door handles to a deeper set drab handle. Install closer set grab bars in accessible stalls.</li> <li>▪ Place and lower accessible paper towel dispensers in office/public washrooms. Place signage on all other washrooms indicating where the accessible washroom is located in the building</li> <li>▪ Redesign accessible parking spaces at the main entrance for two standard accessible and one van accessible parking space at the site's main entrance</li> <li>▪ Determine and designate an alternative accessible entrance, create an accessible exterior/interior route if required and assign accessible parking spots as required</li> <li>▪ Install powered accessible doors at the main entrance</li> <li>▪ Place exterior signage at main entrance to mark entrance as the primary accessible entrance.</li> <li>▪ Where practicable, new and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of the IASR</li> <li>▪ Where practicable, new and</li> </ul>	Human Resources & Facilities Departments			Oct 2015
				Oct 2016
				Oct 2017
				Oct 2018
				Ongoing
				Ongoing

<p>redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</p>				
<p><b>160 Chisholm Drive Milton, ON L9T 3G9</b></p> <ul style="list-style-type: none"> <li>▪ <b>Accessible washrooms:</b> Change all paper towel dispensers on the main floor washrooms to automatic dispensers and lower to the appropriate height. Place signage on all other washrooms indicating where the accessible washroom is located in the building</li> <li>▪ Install signage marking the front entrance to the site as the accessible entrance</li> <li>▪ Determine and designate an alternative accessible entrance, create an accessible exterior/interior route if required and assign accessible parking spots as/if required</li> <li>▪ Where practicable, new and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of the IASR</li> <li>▪ Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional</li> </ul>	<p>Human Resources &amp; Facilities Departments</p>			<p>Oct 2015</p> <p>Oct 2015</p> <p>Oct 2017</p> <p>Ongoing</p> <p>Ongoing</p>

<p>purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</p>				
<p><b>925 Glengarry Cres Fergus, ON N1M 2W7</b></p> <ul style="list-style-type: none"> <li>▪ <b>Accessible Washrooms:</b> Designate the women's washroom as the public accessible/women's washroom. Replace turn door handles to pull door handles. Readjust grab bars in the accessible washroom to the proper height</li> <li>▪ Lower the paper towel and soap dispensers in accessible washroom</li> <li>▪ Designate the first parking space at the main entrance as accessible/van accessible parking space</li> <li>▪ Place handrail on one side of exterior accessible pathway to main accessible entrance. Create and install signage designating the main entrance as the primary accessible entrance on site</li> <li>▪ Determine and designate an alternative accessible entrance, create an accessible exterior/interior route if required and assign accessible parking spots</li> <li>▪ Install power accessible entry doors at the main entrance</li> <li>▪ Where practicable, new and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of the IASR</li> </ul>				<p>Oct 2016</p> <p>Oct 2015</p> <p>Oct 2017</p> <p>Oct 2017</p> <p>Oct 2017</p> <p>Oct 2018</p> <p>Ongoing</p>

<ul style="list-style-type: none"> <li>▪ Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>				Ongoing
<p><b>Financial Service Unit 4625 Durham Rd. S. Grimsby, ON L3M 4G4</b></p> <ul style="list-style-type: none"> <li>▪ <b>Accessible washrooms:</b> Change all paper towel dispensers on the main floor washrooms to automatic dispensers and lower to the appropriate height. Place signage on all other washrooms indicating where the accessible washroom is located in the building</li> <li>▪ Redesign accessible parking spaces at the main entrance for one accessible/van parking space with up to date signage</li> <li>▪ Redesign the side entrance and install powered accessible doors at the side to create a barrier-free pathway into the building.</li> <li>▪ Place signage at the main entrance once redesigned to indicate the side entrance as the main accessible entrance and place a sign at all other entrances indicating the location of the side accessible entrance</li> <li>▪ Determine and designate an alternative accessible</li> </ul>				<p>Oct 2018</p> <p>Oct 2017</p> <p>Oct 2017</p> <p>Oct 2017</p> <p>Oct 2017</p>



<p>required</p> <ul style="list-style-type: none"> <li>▪ <b>Accessible washrooms:</b> Create one accessible washroom with tactile sign and pictograms</li> <li>▪ Where practicable, new and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of the IASR</li> <li>▪ Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>				<p>Dec 2019</p> <p>Ongoing</p> <p>Ongoing</p>
<p><b>51 Caldari Rd Concord, ON L4K 4G3</b></p> <ul style="list-style-type: none"> <li>▪ <b>Alternate Entrance</b> Determine and designate an alternative accessible entrance, create an accessible exterior/interior route if required</li> <li>▪ <b>Emergency Exits</b> Install emergency system with flashing lights and audible signals</li> <li>▪ <b>Usability of Washrooms</b> Install tactile signage to identify washroom</li> <li>▪ Where practicable, new and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of the IASR</li> </ul>				<p>Dec 2019</p> <p>Dec 2019</p> <p>Dec 2017</p> <p>Ongoing</p>

<ul style="list-style-type: none"> <li>Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>				Ongoing
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**6.0 Yearly Compliance**

Parker Hannifin will file a Customer Service Standard report yearly and review its Multi-year accessibility plan on an annual basis.

**7.0 Feedback**

Parker Hannifin Canada welcomes feedback on its AODA policies and plans. Please feel free to contact the Human Resources department on any questions or concerns regarding this policy at:

**Janet Craig**  
**Division Human Resources Manager**  
**Parker Hannifin Canada**  
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