
 EMERSON EMERSON CANADA	Accessibility and Customer Service Policy	ISSUE: 5
		REVISION DATE: December 2017
HUMAN RESOURCES POLICIES AND PROCEDURES		


Statement of Commitment	Emerson Canada is committed to excellence in serving all customers in a manner that best suits their individual needs. We are and will remain an organization adherent to the principles of dignity, independence, integration and equal opportunity for all. As such, we are committed to giving people with disabilities equal access to the same products, information, services and level of care as other customers.
Scope	This policy applies to the service of our customers and employees, as well as the recruitment and selection process for potential employees.
Providing Goods and Services	<p>Communication We will communicate with people with disabilities in ways that takes their disability into account.</p> <p>We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.</p> <p>Telephone Service We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone using clear and plain language and to speak clearly and slowly.</p> <p>We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.</p> <p>Assistive Devices We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.</p> <p>Billing We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon requests:</p> <ul style="list-style-type: none"> • Hard copy • Email <p>We will answer any questions regarding the content of the invoice in person, by phone, in person or by email.</p> <p>Employment Upon the request of an employee with a disability, Emerson Canada will provide or arrange for the provision of accessible formats and communication supports to ensure that all employees have the information required to perform his/her job and that any information generally available to employees in the workplace is accessible to all.</p>

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Use of Service Animals and Support Persons	<p>We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.</p> <p>We are also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Emerson Canada’s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.</p> <p>All Emerson Canada staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person.</p>
Notice of Temporary Disruption	<p>Emerson Canada will provide customers with 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 applicable.</p> <p>The notice will be placed at all public entrances and services counters on our premises. Appendix A provides a template to be used in these instances.</p>
Notice of Availability of Documents	<p>Emerson Canada will notify the public that documents related to accessible customer service are available upon request by posting a notice in the following location(s):</p> <ul style="list-style-type: none"> • Company website at https://www.emersoncanada.ca/ca/en/ <p>Emerson Canada will provide this information in an accessible format or with communication support, on request. We will further consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.</p>
Training for Staff	<p>Emerson Canada will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of company policies, practices and procedures. These individuals will receive training within their first 90 days of employment.</p> <p>Training will include the following:</p> <ul style="list-style-type: none"> • All provincial human rights and accessibility legislation, including the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> and human rights codes applicable in each province. • Interaction between the legislation and people with disabilities. • Information on how to interact and communicate with people with various types of disabilities. • Information on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person. • What to do if a person with a disability is having difficulty in accessing Emerson Canada’s goods and services.

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	<ul style="list-style-type: none"> Emerson Canada’s internal policies, practices and procedures relating to accessibility. Areas of the accessibility standards that are relevant to each employee’s work responsibilities, particularly surrounding employment, information and communications, transportation and the design of public spaces. <p>Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.</p>
Recruitment and Hiring	<p>Emerson Canada is an equal opportunity employer committed to providing a workplace free of any discrimination or harassment. We encourage all qualified applicants to apply to an open requisition, including women, aboriginal peoples, members of visible minorities and persons with disabilities. Reasonable accommodations are available at all stages of the recruitment process. Job applicants who have an accommodation need are asked to contact the Human Resources Department or Accessibility.Canada@Emerson.com as soon as possible to make appropriate arrangements.</p> <p>Candidates selected to participate in an assessment or selection process are further notified that accommodations are available upon request in relation to the materials or processes to be used. Applicants requesting accommodation due to a disability are consulted in a manner that considers the applicant’s accessibility needs.</p> <p>Successful candidates will receive training on Emerson Canada’s policies and procedures regarding human rights, accommodation, relevant legislation on accessibility and any other accessibility requirements that apply to the organization and their specific job duties during the orientation process.</p>
Feedback Process	<p>Emerson Canada’s goal is to meet and surpass expectations while serving customers and employees with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.</p> <p>Feedback regarding the way Emerson Canada provides goods and services to people with disabilities can be made by email, by phone, verbally or with a feedback form. All feedback will be directed to the Human Resources Department or company representative.</p> <p>This person will record the details of the feedback including:</p> <ul style="list-style-type: none"> The customer’s name and contact information; A description of the events; Dates and times of the events giving rise to the feedback provided; Where the situation occurred and the program or service involved; Any attempts already made to resolve the situation, if applicable; and The names and contact information of persons who may have witnessed the situation, if applicable.

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	<p>Feedback received shall be recorded, documented and forwarded to the appropriate department for review and response. Customers can expect to hear back in 10 business days.</p> <p>Where employee related feedback is formally requested, (e.g. opinion surveys, performance evaluation, etc.), the employee will be offered suitable accommodations, such as the provision of additional time, a private space, a support person, etc. if necessary and upon request.</p>
Modifications to this or Other Policies	<p>We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to a company policy before considering the impact on people with disabilities. Any policy of Emerson Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.</p> <p>Employees will be provided with updated information whenever there is a material change to Emerson Canada's policies on the provision of job accommodations for employees with disabilities.</p>
Questions About this Policy	<p>This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Human Resources Department.</p>
Contact Information	<p>Email: Accessibility.Canada@Emerson.com Telephone: (905) 762-3294</p>

RELATED POLICIES AND FORMS:

Accommodation and Return to Work Policy
Reasonable Accommodation Form


I have read and I understand the above policy: Accessibility and Customer Service Policy.

Print Name: _____

Signature: _____

Date: _____

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Appendix A – Notice of Disruption of Service Template

This template is to be used in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice should include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if applicable.

Please ensure this notice is placed at all public entrances and services counters on our premises.

NOTICE OF DISRUPTION OF SERVICE

Dear Customers,

The *(insert service that is not operational)* will be out of service from *(insert date)* until *(date)* for *(reason)*.

OPTIONAL:


We have made arrangements for alternative access through *(insert information)*.

We regret any inconvenience this may cause. If you have any questions or concerns, please contact the Human Resources Department by phone at (905) 762-3294 or by email at Accessibility.Canada@Emerson.com.

Thank you for your understanding and patience. We appreciate your business, and look forward to seeing you again soon.

Management

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Appendix B – Feedback on Provision of Goods or Services to People with Disabilities Template

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. To share your comments, contact a Customer Service Associate in person, or contact our Human Resources Department at (905) 762-3294 or by email at Accessibility.Canada@Emerson.com.

Thank you

Management

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