



Accessibility for Ontarians with Disabilities (AODA) Customer Service Policy

APPROVAL

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REVISION RECORDS

Ltr.	Date	Change Description	Initials						
	Nov 2020	Updated for legal compliance							



A. Overview

The Accessibility for Ontarians with Disabilities Act, 2005 (or “the Act”) is a provincial law. Its goal is to make Ontario accessible for people with disabilities by 2025 by developing and enforcing accessibility standards. The Accessibility Standards for Customer Service have been created to ensure that goods and services are accessible to all Ontarians and that persons with disabilities are treated with respect, dignity and equality.

B. Related Policy Statement

Robert Bosch Inc. (referred to as “Robert Bosch Inc.”), and ETAS Embedded Systems Canada Inc. (referred to as “ETAS”) in keeping with its Mission, Values and Company Philosophy, shall make every effort to ensure that its policies, procedures and practices adhere to the guiding principles established in the *Accessibility Standards for Customer Service: Ontario Regulation 429/07*.

The policy applies to all Robert Bosch Inc. and ETAS associates (will be referred to as “the companies”), consultants, or agents in Ontario who deal with the public or other third parties.

The companies are committed to ensuring that persons with disabilities can access our facility goods and services.

C. Definitions

Agent: any person or organization that provides goods or services on behalf of Robert Bosch Inc. or ETAS. This includes but may not be limited to subcontractors.

Disability: refers to:

any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects 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 coordination, blindness or visual impairment, deafness or hearing impairment (inclusive of partial, total or fluctuating hearing loss), muteness or speech impairment, or physical reliance on a dog guide or other animal or sighted guide for persons with visual impairment or total blindness or on a wheelchair or other remedial or assistive 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 (“handicap”)

Dog Guide: means a dog trained as a guide for a person with visual impairment, or total blindness and having the qualifications prescribed by the regulations (Blind Persons’ Right Act 1990 s1 (1))

Service Animal: means an animal acting as a service animal for a person with a disability;

If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

If the person provides a letter from a recognized medical institution or association by the AODA confirming that the person requires the animal for reason relating to the disability; or

If the person provides a valid identification card or training certificate from a recognized service animal training school.

Support Person: means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or with access to good or services.

User: An individual who uses a service animal or dog guide; also handler. Robert Bosch Inc. and ETAS clients who use a service animal may be referred to as “users” or “handlers” in this policy.

D. Procedure Details

1. Communications

- a. When communicating with a person with a disability, the companies’ associates, consultants and agents will communicate in a manner that takes into account the person’s disability and takes reasonable efforts to ensure that the person with a disability understands the content of its communications.
- b. Reasonable efforts shall be made to ensure that communication in all formats (e.g., verbal, written or electronic) are presented in a manner that is accessible. Special requests regarding communication formats shall not be unreasonably declined.

2. Use of Assistive Devices



- a. The companies support the use of assistive devices by persons with disabilities to obtain, use or benefit from the companies' facility goods and/or services.

3. Use of Service Animal

- a. Persons with disabilities who are accompanied by a service animal will be permitted to enter the companies' premises with the animal and keep the animal with them in areas where the public or other third parties are allowed, unless the animal is excluded by law.
- b. Service animals may be prohibited from entering certain areas as per the Ontario Regulation 562 under the Health and Safety Protection and Promotion Act, for Health and Safety reasons or due to law. If the animal is excluded by law, the companies will provide another means of accomodating the person.
- c. Identifying Service Animals: Service Animals may be used to describe any animal that assists a person with a disability. They provide a wide range of assistance including but not limited to, guiding a person with a visual impairment or total blindness, alerting a person who has a hearing impairment or who is deaf to certain sounds, opening doors and retrieving items for persons with mobility disabilities, emotional support for persons with mental illness, and many other forms of assistance. A service animal may be identified by a valid identification card or training certificate from a recognized service animal training school.
- d. The companies are aware that service animals are usually well-trained and well-behaved. In the unlikely event that this is not the case, service animals may be removed from the companies' premises after discussion with the User for any one of the following reasons:
 - i. disruptive or aggressive behaviour; such as growling or other signs of threatening or aggressive behaviour. **PLEASE NOTE:** If the dog guide in this case is a Seizure Response Dog – this is an expected response from the animal when assisting the person with a disability.
 - ii. causing damage; including causing damage to any person or property
 - iii. poor health; such as a contagious disease where the animal risks spreading the disease to others.
- e. In situations where a person who requires a service animal may be in contact with a person who is allergic to or fearful of animals, the



companies will make reasonable attempts to accommodate both persons while respecting their needs.

4. Use of Support Persons

- a. A support person may accompany a person with a disability to assist them in a number of ways. A support person may include a friend, family member, volunteer or paid professional chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.
- b. If a person with a disability is accompanied by a support person, the companies shall ensure that both persons are permitted to enter the premises together. A person with a disability accompanied by a support person will not be prevented access to that support person at any time while receiving goods and services from the companies.
- c. All areas accessible to the public and third parties will also be accessible to persons with a disability and their support person(s). For example, washrooms, waiting areas, meeting rooms and offices must be able to accommodate the person with a disability and his/her support person(s).
- d. When addressing a person with a disability who is accompanied by a support person, associates will communicate directly with the person with a disability. If confidential/personal information is being exchanged and the person with a disability requests to discuss the information in private, the request will be accommodated and the support person asked to wait in another area.
- e. A support person is required to abide by the same rules and regulations as any other person on the premises. For example, both the person with a disability and his/her support person will both be expected to sign-in at reception and receive a visitors badge when entering the companies' premises.
- f. At times, the companies will require a person with a disability to be accompanied by a support person when this is necessary to protect



the health and safety of the person with a disability or the companies' associates.

- g. Dependent upon the situation, if the person with a disability is unable to contact a known support person, the companies may require the assistance of a certified First Aid representative or may call 9-1-1 in extreme emergency cases, as a support person/service for the person with a disability with his/her consent. The companies will consult with local service providers and professionals who may be available to act as a support person for an unaccompanied client with a disability if it has been determined that a support person is necessary for the health and safety of the client, associates and other persons on the premises.

5. Notice of Temporary Disruptions in Services/Branches

- a. On occasion, some of the services and facilities usually used by people with disabilities to access the companies' facility goods and services may not be available due to temporary disruptions. For example, ramps, elevators, accessible washrooms which are not accessible due to routine or unscheduled maintenance. In the event of a temporary disruption, the companies will provide notice of the facility goods/services that are temporarily unavailable. Notice will be provided within a reasonable time frame of an unplanned disruption and will be provided in advance where disruptions are planned.
- b. Notices will contain the following information:
 - i. The reason for disruption;
 - ii. Its expected duration
 - iii. Alternative facilities or services if they exist
- c. Notices will be placed in a conspicuous place on the companies' premise and in a format that considers the types of disabilities of persons who use the disrupted service. For example, a notice of disruption for an elevator will be placed at a height that would be at the line of vision for an individual using a wheelchair (see Appendix 1).

6. Training

- a. The companies will ensure appropriate levels of training to all associates, consultants, agents and others who interact with the public on behalf of the companies as well as those who are involved in the development and approval of policies, practices and procedures dealing with the provision of facility goods and services to the public or other third parties. Training will be provided in a manner that is consistent with the requirements of Ontario 429/07. Records of



training will be kept that include the dates on which training occurred and the number of persons trained.

- b. Training will include the following topics:
 - i. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
 - ii. The requirements of the Accessibility Standards for Customer Service
 - iii. How to interact and communicate with people with various types of disabilities
 - iv. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
 - v. What to do if a person with a disability is having difficulty in accessing the companies' Canada facility goods and services
 - vi. The companies' policies, practices and procedures relating to the provision of goods and services to the public and other third parties

- c. Training will be provided on an ongoing basis and when changes are made to policies, practices and procedures dealing with the provision of goods and services to the public and other third parties.

7. Complaint and Feedback Process

The companies will make information about its feedback and complaints process readily available to the public. Feedback or complaints about the delivery of facility goods and services from persons with disabilities may be given in person, by telephone/TTY, in writing, electronically or through other methods (see Appendix 2). The Human Resources department will deal with all complaints/feedback in a timely and professional manner.

8. Accountability

The companies' associates shall adhere to this policy. Accountability for requirements outlined in this policy rests with the Human Resources department.

9. Workplace Information

The companies will provide workplace information in an accessible format. This includes any information employees need to perform their jobs or general information that is available to all employees at work. The companies are committed to working with employees with disabilities and how they need to receive information.

10. Talent and Performance Management



During any performance management or career development process, the companies will consider the needs of the of an employee with a disability. This includes when we hold formal or informal performance reviews; or promote and move employees to a new job.

11. Copies of this Policy

This policy and any other document related to the delivery of service shall be made available, upon request, in a format that takes into account the person’s disability.

E. References

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 429/07
- Erie St. Clair Community Care Access Centre, AODA Policies
- Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ministry of Community and Social Services.
- Mississauga Halton Community Care Access Centre, AODA Policies
- OCSA: Tips and Tool Kit: Achieving Accessibility in the Home and Community Support Services Sector
- Canadian Red Cross Accessibility for Ontarians with Disabilities (AODA) Customer Service Policy

I, the undersigned, have read and understand all the information in this document and I agree to abide by the procedures and guidelines as stated above.

Name

Witness

Signature

Date

Position Title

Date



BOSCH



Appendix 1

NOTICE

SERVICE DISRUPTION

We are currently experiencing a service disruption.

The estimated length of the temporary disruption is from:

_____ to _____

The following services and/or facilities are current unavailable:

due to

The following alternative services and/or facilities are available:

Robert Bosch Inc. and ETAS would like to thank you for your
patience in this matter.

For questions or additional information please contact:

Name – Reception

Phone – (905) 826-6060



Appendix 2

Accessible Customer Service Feedback Form

Robert Bosch Inc. and ETAS Embedded Systems Canada Inc. are committed to providing high quality customer service. We value all of our customers and strive to meet everyone’s needs. We welcome your comments to help us monitor and improve our services and experiences. Please submit your completed form or voice your opinions to any of the following:

Mail or deliver to:
Human Resources Representative
6955 Creditview Road
Mississauga, Ontario
L5N1R1

Email to:
Larissa.Oreskovich@ca.bosch.com

Phone:
905-542-4306

Date and time you were at either of Robert Bosch Inc. or ETAS facilities:

Date (MM-DD-YYYY):

Time:

Location:

Did we respond to your customer service needs: **Yes** **No**

Was our customer service provided to you in an accessible manner? **Yes** **Somewhat** **No**

Please provide details of your customer service experience:

If you wish to be contacted by a Robert Bosch Inc. or ETAS Embedded Systems Canada Inc. associate, please provide your information:

Full Name	Telephone Number (day)
Full Address	Email Address
Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request. All information is confidential and will only be read for feedback purposes by the Human Resources Manager.	