



GE CANADA'S ACCESSIBILITY FOR PERSONS WITH DISABILITIES POLICY

At General Electric Canada and its affiliates and subsidiaries (the "Company") we believe in and promote the rights of all persons with disabilities as set out in the *Accessibility for Ontarians with Disabilities Act (2005)* (the "AODA") and the *Human Rights Code*. The goal of the AODA is to establish accessibility standards for persons with disabilities with respect to the provision of goods, services, facilities, information and communication, employment, buildings, structures, and premises.

This Company is committed to the removal and prevention of barriers to accessibility, and to providing accessible goods and services to our employees, customers, and members of the public and other third parties, who have disabilities. This policy exemplifies our commitment to accessible customer service.

1.0 Application

This Accessibility for Persons with Disabilities Policy (the "Policy") applies to all employees of the Company who work in Ontario and provide services to Ontarians. This policy also applies to out-of-province Company employees and any third parties who the Company engages (e.g., contractors) who provide a service to Ontarians on its behalf.

2.0 Principles

The Company further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

Dignity - treating those with disabilities as customers and clients who are as valued and deserving of effective and full service as any other customer.

Independence - freedom from control or influence of others; freedom to make your own choices.

Integration - allowing people with disabilities to fully benefit from the same services, in the same place and in the same or similar ways as others.

Equal opportunity - having the same chances, options, benefits and results as others.

3.0 Objectives

In accordance with the aforementioned principles, the Company strives to provide, short of undue hardship:

- a framework for the adoption of and compliance with all regulatory requirements under the AODA;
- equal access to our goods, services, and facilities;
- a work and business environment that is free of discrimination;



- the continual improvement of access to the Company property, facilities and services;
- quality services – both what we deliver and how we deliver services – to all members of the Company's community.

4.0 Framework Accessible Customer Service

Consistent with the AODA's purpose of achieving "...accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025", the Company strives to provide an accessible work and business environment for all persons with disabilities who interact with the Company.

5.0 Communication

When communicating with a person with a disability, the Company endeavours to do so in a manner that takes into account the person's disability. We will also communicate all these services and procedures to the public in an accessible manner, including their provision in an accessible or alternative format if requested.

6.0 Assistive Devices

Where a person with a disability requires the use of their own personal assistive devices in order to access the Company's goods and services, they are welcome to do so. Assistive devices include, but are not limited to the following examples: hearing aids, wheelchairs, electronic organizers, magnifying devices, electronic voice synthesizers.

7.0 Service Animals and Support Persons

Persons with disabilities who rely on a guide dog or other service animal, are welcome to bring such animals with them to the Company in order to access the goods and services provided. The only exception to this practice is where such animals are prohibited by law.

If the use of a support person is required in order to access the goods and services provided by the Company, persons with disabilities are welcome to bring such support persons with them to the Company. A support person may be a trained professional, friend or family member – whomever the person with a disability deems appropriate.

8.0 Training

All areas of the Company are accountable for ensuring accessibility. Specifically, all employees who directly provide services to the public and to other third parties (e.g., other businesses), any other people who are involved in developing Company policies, practices and procedures on the provision of goods or services, will receive training on how to understand and comply with this Policy. Training will include:

- A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service regulation;



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- How to interact and communicate with persons with various types of disabilities;
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - How to use the equipment/devices available on site, which may assist persons with disabilities in accessing goods or services on the Company's premises;
 - What to do if a person with a particular type of disability is having difficulty in accessing the Company's goods or services
 - The Company's policies, procedures and practices relating to the provision of goods or services to persons with disabilities.
 - A copy of the policy for all new hires as part of their orientation package.

9.0 Customer Feedback

The Company welcomes feedback on the delivery of our goods and services to persons with disabilities. Such feedback can be via telephone, in writing, by person, or email to:

Kathryn Bogdanowicz, Vice-President and General Counsel
2300 Meadowvale Blvd, Mississauga, Ontario, L5N 5P9
(514) 397-5305
kathryn.bogdanowicz@ge.com

The Company will review the feedback and will respond, if necessary, in a timely manner.

10. Notice of Disruption

Provide notice when facilities or services that people with disabilities rely on to access or use the Company's goods or services are temporarily disrupted. Notices will be posted in the affected areas as well as anywhere else the property deems to be appropriate and will include information on the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.

11.0 Documents under this Policy

Documents required under this Policy and the AODA are available upon request