

Accessibility Plan and Policies for General Electric Canada and all its Affiliated Companies

This 2014-21 accessibility plan outlines the policies and actions that General Electric Canada and its affiliated companies ("GE Canada") will put in place to improve opportunities for people with disabilities.

Statement of Commitment

GE Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

GE Canada is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

GE Canada will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

GE Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- All employees in Ontario will be required to complete a general training program on the requirements of the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities through e-learning or power point format.
- Training on Customer Service Standards will be available through power point format or using the "Serve Ability" government program for employees providing customer service, or deal with members of the public and other external third parties.
- The company will keep records of the individuals who were trained, and the dates that the training was provided.

Information and communications

GE Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

GE Canada will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Inform IT professionals/service providers of each business on requirements
- Ensure that as new websites are being developed, the businesses are conforming with the legislation.

GE Canada will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

GE Canada customers will have several options available for them to give feedback.

Feedback may be provided:

- in person at our office locations
- by telephone/TTY (using a relay service)
- in writing
- by email or
- by any other communication technology as reasonably required

GE Canada specific businesses' websites will contain mailing addresses and email contacts for providing feedback.

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it and GE Canada will endeavor to accommodate this request.

GE Canada will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- The organization will provide alternative accessible formats and communication supports to access information about our goods, services or facilities to people with disabilities, on request.
- The organization will consult with the individual requesting an accessible format or communication support to determine their accessibility needs and decide on the appropriate format or support.
- The information will be provided in a timely manner and at a cost that is no more than the regular price charged to others.

- GE Canada will notify the public about the availability of accessible formats and communication supports on its websites, or through other reasonable methods.

GE Canada will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Inform IT professionals/service providers of each business on requirements
- Do inventory of existing websites
- Have businesses develop plans to have all websites and content conform with WCAG 2.0 requirements

Employment

GE Canada is committed to fair and accessible employment practices, and will take the following steps to ensure its commitment by **January 1, 2016**:

We will take the following steps to notify the public and staff that, when requested, GE Canada will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All internal and external job applicants will be notified that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.
- Job applicants who have been invited to participate in a recruitment, assessment or selection process will be notified that, where needed, accommodations for disabilities are available, on request, to support their participation in the process.
- GE Canada will consult with job applicants who request accommodations to support them during the process and will provide or arrange for suitable accommodations taking into account the individual's needs.
- Successful applicants will be notified of the company's policy for accommodating employees with disabilities when offering employment.
- The company will also inform existing employees of its policy for supporting employees with disabilities, including providing employment-related accommodations for disabilities, using some of the following formats: - newsletters - emails - staff memos - websites - staff meetings.

GE Canada will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- The organization will develop a documented process for supporting employees who return to work after being away for reasons related to their disabilities. These processes will be applied consistently and will become part of the Company's business practices.
- If an individual's illness or injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.
- Provisions for the development of individual accommodation plan for employees who require disability-related accommodation to effectively return to work, and who may have permanent, recurring or temporary disabilities will also be created.
- If applicable, individual accommodation plans will include the employee's workplace emergency response information and the accessible formats and communications supports that the employee requires. The plans must also include any other accommodations that the employee needs to do their job.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if GE Canada is using performance management, career development and redeployment processes:

- When providing career development and advancement opportunities, the organization will take into account the accessibility needs of its employees who have disabilities, and what accommodations these employees may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. The individual accommodation plans that are in place for the employees with disabilities will be taken into account.
- The organization will consider the accessibility needs of employees with disabilities when redeploying and moving them to other positions, so that employees can continue to have their accommodation needs met and continue to contribute effectively.

GE Canada will take the following steps to prevent and remove other accessibility barriers identified:

- The organization will put in place a committee of employees and management to identify any additional accessibility barriers and propose solutions to GE Canada to prevent and remove such barriers.

Design of Public Spaces

GE Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

GE Canada will meet these standards by **January 1, 2017**.

GE Canada will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, GE Canada will periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, GE Canada will take steps to correct the deficiency within a reasonable time frame.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact Kathryn Bogdanowicz at:

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