



Regal Beloit Canada Accessibility Policy

Statement of Commitment

Regal Beloit Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. 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.

Training

Regal Beloit Canada is committed to training employees, temporary employees and contractors on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of all employees.

Information and Communications

Regal Beloit Canada is committed to meeting the communication needs of people with disabilities. When asked, we will do our best to provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

Regal Beloit Canada will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

We will do our best to have our website and content conform with WCAG 2.0, Level AA by January 1, 2021.

Employment

Regal Beloit Canada is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.



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Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

Regal Beloit Canada will work with our landlord to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

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

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

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed. For More Information

For more information on this policy, please contact Annette Atkins at:

Phone: 905-670-4770 Email: annette.atkins@regalbeloit.com

Accessible formats of this document are available free upon request.



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Customer Service Policy

Providing Goods and Services to People with Disabilities

1. Our mission

The mission of Regal Beloit Canada is to “Deliver world class performance to our customers through innovation, quality, delivery, responsiveness and cost.”

2. Our commitment

In fulfilling our mission, Regal Beloit Canada strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to people with disabilities

Regal Beloit Canada is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train our employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, fax, or relay services if telephone communication is not suitable to their communication needs or is not available.

3.3 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 employee's are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.



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3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices can be provided in the following formats upon request: E-mail, hard copy or large print. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

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. We will also ensure that all employees dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are 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 Regal Beloit 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.

5. Notice of temporary disruption

Regal Beloit 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 available. The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff

Regal Beloit Canada will provide training to all permanent, temporary and contract employees. This training will be provided to within the first 3 months of employment.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the devices which may help with the provision of goods or services to



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- people with disabilities
- What to do if a person with a disability is having difficulty in accessing Regal Beloit Canada's goods and services
- Regal Beloit Canada's policies, practices and procedures relating to the customer service standard.

Employees, Temporary and contractors will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. They will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of Regal Beloit Canada is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Regal Beloit Canada provides goods and services to people with disabilities can be made by e-mail, verbally, fax or through our website. All feedback will be directed to Romel Reddi our Vice President. Customers can expect to hear back within 2 business days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

8. Modifications to this or other policies

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 this policy before considering the impact on people with disabilities. Any policy of Regal Beloit Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

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, Annette Atkins of Regal Beloit Canada.