

## Accessibility for Ontarians with Disabilities Policy

### 1.0 PURPOSE

Boeing Canada Operation Limited ("**Boeing**") is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barrier to accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Boeing is committed to meeting current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Boeing understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Boeing is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with principles of independence, dignity, integration and equity of opportunity for people with disabilities.

### 2.0 APPLICATION

This Policy applies to all employees, customers and visitors of the Boeing located in Ontario, Canada.

### 3.0 TRAINING

Boeing is committed to training all staff in accessible customer service, other Ontario accessibility standards and aspects of Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees and volunteers on accessibility relates to their specific role.

Training may include:

- Purposes of the *Accessibility for Ontarians Act, 2005* and the requirements of the standards under that Act.
- Our policies related to the standards
- 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 equipment or devices on-site that may help with providing goods, services or facilities for to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

Boeing will endeavour to train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

#### **4.0 ASSISTIVE DEVICES**

People with disabilities may use their own personal assistive devices when accessing our services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Boeing will ensure that staff are familiar with various assistive devices on site that may be used by visitors with disabilities while access services or facilities.

#### **5.0 COMMUNICATION**

Boeing will endeavour to communicate with people with disabilities in ways that take into account their disability. This may include:

- Written communications through text or e-mail
- American Sign Language (ASL) where available

Boeing will work with the person with disabilities to determine what method of communication works for them. Boeing encourages individuals we communicate with to identify any accessibility needs so that we can respond appropriately to those needs.

#### **6.0 SERVICE ANIMALS**

Boeing welcomes people with disabilities and their service animals. Service animals are permitted on the company premises that are open to the public and third parties.

If it is difficult to identify that an animal is a service animal, staff may ask for documentation from a regulated health professional that confirms the need for the service animal.

If service animals are prohibited by another law, Boeing will ensure another option is identified to access services.

## **7.0 SUPPORT PERSONS**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Boeing premises. Due to the nature of the work that Boeing is engaged in there may be circumstances where a support person, chosen by the visitor, is not permitted on site. In the event such an incident should arise, Boeing will provide a rationale and an alternative meeting location.

In certain cases, Boeing may require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with the disability
- Others on the premise

Before making a decision, Boeing will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect their health or safety of the person or others on the premises.

## **8.0 FEEDBACK PROCESS**

Boeing welcomes feedback on how we provide accessible customer service. This feedback will help us identify barriers and respond to concerns.

Feedback may in the following ways

- E-mail – [HRCanada@boeing.com](mailto:HRCanada@boeing.com)
- Website – <https://www.boeing.ca/contact.page>
- Phone – 1-613-745-1820

Feedback will be reviewed by the Human Resource team who will work with the appropriate Boeing stakeholders to address concerns. Customers can expect to hear back from an employee of Boeing within three business days.

## **9.0 EMPLOYMENT**

Boeing notifies employees, prospective candidates and job applicants that accommodations can be made during recruitment and hiring. Job applicants are questioned when they are contacted to participate in a selection process if an accommodation is required. Boeing will work with applicants to ensure the accommodation is suitable.

Boeing will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employees accessibility needs due to a disability.

Boeing will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to a disability. Management and Human Resources will consult with the person making the request in determining the suitability of an accessible format or communication that supports specifically for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace

Where needed, Boeing will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

Individualized workplace emergency response information will be reviewed and updated:

- When the employee moves to a different location in the organization
- When the employee's overall accommodations needs or plans are reviewed; and
- When the employer reviews its general emergency response policies

## **10.0 NOTICE OF TEMPORARY DISRUPTIONS**

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access goods or services, Boeing will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration, and provide a description of alternative services or facilities available, if any. The notice will be posted and/or communicated to individuals with disabilities in a manner that is reasonable in the circumstances.

## **11.0 CHANGES TO EXISTING POLICIES**

Any policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## **12.0 SUPPORTING POLICIES**

- OP069 – Disabled Persons Parking
- OP223 – Mobile Device Usage and Eligibility

- OP153 – Case Management
- OP157 – Return to Work
- PRO 784 – Reasonable Accommodation

**Date of Policy:** December 20, 2023

**Date Last Revised:** December 20, 2023