

Accessibility Policy and Multi-Year Accessibility Plan

KONE Inc.

Purpose and application of this Policy and Accessibility Plan

This 2014 Accessibility Policy and Multi-year Accessibility Plan outlines the policies and actions that KONE Inc. ("KONE") will put in place and follow, to improve opportunities and accessibility for people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

This Policy applies to:

- (i) all KONE employees, including potential employees, and volunteers
- (ii) anyone involved in developing KONE's policies
- (iii) anyone who provides goods, services or facilities to customers on KONE's behalf.

Statement of Commitment

KONE 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 AODA.

Accessible Emergency Information

KONE is committed to providing 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.

Providing Goods and Services to People with Disabilities

KONE is committed to excellence in serving all customers including people with disabilities.

Assistive devices

Whenever KONE uses assistive devices, we will ensure that our staff are trained and familiar with various assistive devices we have on site, or that we provide which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people who have disabilities in ways that take into account their particular disability. Each individual's needs will be addressed on a case by case basis.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

Whenever applicable, in the event of a planned or unexpected disruption to services or facilities for customers with disabilities KONE will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed and clearly displayed at all locations where KONE is providing services to members of the public.

Training

KONE will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- KONE's plan related to 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

- What to do if a person with a disability is having difficulty in accessing KONE's goods and services

Staff will also be trained when changes are made to our plan.

KONE will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- KONE will ensure that all employees who work with customers have been provided with all Accessibility Policies; KONE employees will be trained on how to interact and communicate with people with various types of disabilities in order to facilitate accessibility to KONE's services.

Information and communications

KONE 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.

KONE is committed to using various types of communication methods to best suit the differing needs of each and every person. These methods include but are not limited to e-mail, telephone, personal contact.

Feedback

KONE welcomes feedback on how we provide goods, services or facilities to people with disabilities. Feedback will help KONE identify barriers and respond to concerns. KONE will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Employees and customers who wish to provide feedback on the way KONE provides goods, services or facilities to people with disabilities can provide feedback to KONE in the following way(s): in person, by telephone, in writing and by email.

If a person who submits feedback requests a response and provides contact information, KONE will follow up with the individual within ten (10) working days in the format in which the feedback was received. All feedback will be kept in the strictest confidence and will be used to improve accessibility by persons with disabilities

All feedback should be directed to our Human Resource Manager either by:

Email: michael.tominac@kone.com

Telephone: (905) 858-8383

Address: The Human Resources Manager,

Complaint Resolution Steps

If an employee or customer wants to file a complaint about KONE's accessibility for people with disabilities, he/she should follow the steps below:

- (1) For employees, they may file a complaint by telephone, in writing or by email to their immediate supervisor or hiring manager.
- (2) For customers and employees, if the complaint is not resolved to the employee's satisfaction, they may bring the complaint to the attention of the Human Resources Director listed above by telephone, in writing or by email.
- (3) If the complaint is not resolved to the employee's or customer's satisfaction, they may bring the complaint to the attention of KONE Inc.'s Compliance Director in Lisle, IL by telephone, in writing or by email.
- (4) If the complaint is not resolved to the satisfaction of the employee or customer, they may telephone the confidential KONE Inc. Corporate Compliance Hotline at 800-398-1496 or email the Hotline at reports@lighthouse-services.com.
- (5) After following the internal resolution procedure, if the employee or customer deems it necessary, he/she may file his/her complaint with the Accessibility Directorate of Ontario by:

Email:	accessibility@ontario.ca
Telephone:	(416) 849-8276
Toll Free:	(866) 515-2025
TTY:	416-325-3408
	416-326-0148 - Suite 601A
TTY Toll Free:	1-800-268-7095
	1-888-335-6611 - Suite 601A
Address:	College Park 6th Flr Suite 601A & 601B, 777 Bay St, Toronto, ON M7A 2J4
Fax:	416-325-9620 - Suite 601A

Notice of availability of documents

KONE INC will take the following steps to make sure all publicly available information is made accessible upon request.

- All publicly available information shall be provided upon request, by the KONE Human Resources Manager, and posted to a conspicuous place at KONE premises where members of the public have access. This information can be provided in accessible formats, like large print, if requested. KONE will also post this Accessibility Plan and Policy on its website at www.kone.ca. The link to this information on KONE's website is:

https://www.kone.ca/en/Images/Accessibility-Place-and-Policies-for-KONE-INC-Revised-July-11-2018_tcm92-70174.pdf

Employment

KONE is committed to fair and accessible employment practices.

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

KONE will assess each person's disability on a case by case basis and take all appropriate measures to:

- ensure that people with disabilities are properly accommodated during the recruitment and assessment processes of hiring;
- 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.

Accessibility Plan

KONE has established a Compliance Committee to regularly review, implement, maintain and update KONE's Multi-Year Accessibility Plan which outlines the organization's strategy for preventing and removing barriers to accessibility.

Training – KONE will regularly review and provide training on AODA requirements, as and when required to existing and new staff. KONE will document the recipients of the training, and the dates this was provided.

Barriers – KONE has taken steps to ensure that employees' needs are accommodated at the workplace, which includes providing standing desks, ergonomic chairs, reduced workloads.

KONE's Compliance Committee will continue to assess any potential barriers to accessibility, and will respond accordingly.

Feedback – KONE's Human Resources Manager regularly monitors any enquiries and feedback received by members of the public.

This Accessibility Policy and Multi-Year Plan will be reviewed annually, and updated at least once every five years.

For More Information

For more information on this Accessibility Plan and Policy,

please contact Michael Tominac at:

Email address: michael.tominac@kone.com

Telephone: 905 858 8383

Address: The Human Resources Manager,

2-6696 Financial Drive, Mississauga, ON, L5N 7J6

Accessible formats of this document are available free upon request.