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**Yale Industrial Trucks Inc.
Customer Service Accessibility Policy**

Our Strategic Goals

Our goal at Yale Industrial Trucks Inc. is to provide exceptional customer service and to be a leader in the material handling industry in Ontario. In order to achieve this goal we need to hire exceptional people that can provide a high level of customer service. Our guiding principles are respect, trust, dignity, integrity, teamwork and doing the right thing when dealing with customers and each other at Yale.

In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act to develop accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living.

Our Statement of Commitment

At Yale Industrial Trucks Inc., we are committed to providing an environment that is and feels accessible for all people. We are committed to identifying, removing and preventing barriers that impede the ability of people with disabilities to access and enjoy our exceptional customer service.

Yale Industrial Trucks will ensure that its policies, practices and procedures are consistent with providing goods or services in a manner that respects the dignity and independence of persons with disabilities. Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from goods or services.

Service animals and Support Persons

Yale Industrial Trucks Inc. is committed to ensuring that all guests who are accompanied by service animals, guide dogs or support persons are able to access all parts of our premises that are open to the public. We will ensure this information is communicated to our customers.

Temporary Disruption of Services

In the event of a planned or unexpected disruption to services at our premises that may impact a customer with a disability, a notice of service disruption will be posted at a conspicuous place and communicated by any method deemed to be reasonable and appropriate considering the

circumstances. The notice will advise of the reason for the disruption, how long the disruption is expected to last a description of alternative facilities or service if applicable.

Training

Yale Industrial Trucks Inc. 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.

All employees of our organization will be trained:

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Yale Industrial Trucks Inc.'s policy 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, guide dog or a support person
- How to use equipment or assistive devices available on our premises to assist people with disabilities to obtain, use or benefit from our goods and services.
- What to do if a person with a disability is having difficulty accessing our premises and/or services.

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

Communications and Feedback

Our accessibility commitments will be maintained on our website and upon request will be provided to individuals. We will communicate with people with disabilities in ways that take into account their disability. At Yale we welcome comments on how we provide services to persons with disabilities. These comments can be made through our website, by email, by telephone, by fax or through standard mail. We take our customers feedback very seriously. We will investigate the issues identified and take steps to modify any gaps in our delivery of services.

Where possible, we will respond to feedback within five (5) business days of the date that it is received.

Availability of Policy and Notices

Yale Industrial Trucks Inc. will notify the public that our policies are available upon request by posting a notice on our entrance doors to our facility. This policy is designed to inform our disabled Guests that Yale Industrial Trucks Inc. is dedicated to adhering to the requirements of AODA and O. Reg. 429/07. This policy will be made available in an alternate format upon request and will be provided within a reasonable timeframe once requested. All questions about this policy and requests for alternate formats should be directed to: Susan Cheal at (905) 851-6620 extension 1101 or via email at scheal@yaleforklifts.com.

Modifications to this or other policies

Any policy of Yale Industrial Trucks Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified to comply with the act.

**Yale Industrial Trucks Inc.
Integrated Accessibility Standards Policy**

Purpose

The purpose of this policy is to set out the requirements necessary to meet the accessibility needs of persons with disabilities standards for private sector organizations to comply with Integrated Standards Regulation (Regulation 191/11) of the Accessibility for Ontarians with Disabilities Act, 2005.

This policy is not intended to replace or supersede the Yale Industrial Trucks Inc. (“Yale or the Company”) Accessibility Standards for Customer Service Policy.

Yale’s Commitment

Yale has core values that guide the beliefs and actions of all its employees. These values are critical in meeting our goal of providing exceptional customer service. We believe in equal opportunity for all individuals. Through our core values, we are committed to ensuring a fully accessible environment for all persons with disabilities.

Multi-Year Accessibility Plan

In order to achieve our goals, the Company has developed a multi-year accessibility plan to prevent and remove barriers from our workplace and to meet the applicable standard under the regulation. The multi-year accessibility plan will be reviewed and updated at least once every five years and will be posted on the Company’s website and can be provided in an accessible format on request.

Emergency Information

Yale is committed to providing emergency procedures to the public in an accessible format or with appropriate communication supports as soon as practicable and upon request.

Training of Employees

Yale will ensure that training is provided to all its employees and all other persons who provide goods or services or have a contractual agreement with Yale. Training will be aligned to the requirements of the accessibility standards referred to above and Yale will continue to provide

training on the Human Rights Code as it pertains to persons with disabilities. Yale will keep a record of the training it provides.

Information and Communications

a) Feedback

Yale will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities in an appropriate and accessible format upon request.

b) Accessible Formats and Communications Support

Yale will, upon request and consultation, endeavor to provide information and communications under our control to people with disabilities using the appropriate accessible format or communications support wherever possible in a timely manner.

c) Accessible Websites and Web Content

Yale shall make their internet website and web document conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 initially at Level A and increasing to level AA by January 1, 2021, except where this is impracticable.

Employment Standards

a) Recruitment

Yale will notify its employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process.

b) Recruitment, Assessment or Selection Process

Yale will notify job applicants, when they are individually selected to participate further in an assessment or selection process and that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Yale will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability.

c) Notice to Successful Applicants

When presenting offers of employment, Yale will notify the successful applicant of its policies for accommodating employees with disabilities.

d) Informing Employees of Supports

Yale will ensure that employees are informed of all accessibility policies including updates to these policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Yale will provide this information to new employees as soon as practicable after commencing employment.

e) Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Yale will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is available to other employees. In determining the suitability of an accessible format or communication support, Yale will consult with the employee making the request.

f) Workplace Emergency Response Information

Yale will provide employees with disabilities, individualized workplace emergency response information when the employee's disability is such that the information is required and Yale has been informed of the need to accommodate the employee's disability. Where the employee requires assistance, Yale will, with the consent of the employee, provide the workplace emergency response information to the person designated by Yale to provide assistance to the employee. If the employee moves to a different location within our facility, Yale will review the individualized workplace emergency response information.

g) Documented Individual Accommodation Plans

Yale will develop individualized accommodation plans for its employees with disabilities as Yale is made aware. Yale will formalize the process by which we consult, develop, document and update the individualized accommodation plan. Yale will implement and maintain the privacy the privacy of its employees with disabilities.

h) Return to Work Process

Yale will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps Yale will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. The above stated return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

i) Performance Management, Career Development and Advancement and Redeployment

Yale will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when redeploying employees.

Built Environment

Yale will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if applicable. These would include exterior paths of travel, accessible parking and operating service.

**Yale Industrial Trucks Inc.
Multi-Year Accessibility Plan**

Yale has prepared this Multi-Year Accessibility Plan (“MYAP”) in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act regulation 191/11 Integrated Accessibility Standards (“IASR”). The MYAP sets out Yale’s strategy for preventing and removing accessibility barriers and meeting the requirements of the IASR.

1.0 Training

Yale will train employees and all other persons who provide goods, services or facilities on behalf of Yale on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertain to persons with disabilities as well as any changes to the Company’s accessibility policies. The training shall be appropriate to the duties of the employees and other persons.

Planned Action:

Yale will provide training to employees on the Human Rights Code and accessibility standards and the removal of barriers for persons with disabilities. Yale will provide additional training as required under the IASR. A training record will be maintained which will include training dates and names of those that attended.

Implementation Timeline

Ongoing

2.0 Information and Communications

2.1 Feedback

Yale will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities.

Planned Action:

Yale will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. When accessible formats and communication supports for persons with disabilities are requested, Yale will:

- a) Consult with the person making the request to determine the suitability of the accessible format or communication support;

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- b) Provide or arrange for the provision of such accessible formats and communication supports if practicable, or consider reasonable alternatives to achieve accessibility;
 - c) Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability;
 - d) Availability of accessible formats and communication supports will be communicated to the public.

Yale will review its feedback process set out in its Accessibility Standards for Customer Service policy to ensure that it is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

Implementation Timeframe:

Ongoing

2.2 Accessible Formats and Communication Supports

Upon request, Yale will consult with the person making the request and provide or arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Yale will communicate the availability of accessible formats and communication supports to the public.

Planned Action:

Yale will develop a procedure relating to accessible formats and communication supports for persons with disabilities and notify the public about the availability of accessible formats and communication supports. Yale will have emergency procedures and make the information available to the public. Yale will provide this information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Implementation Timeframe:

By January 1, 2016 and ongoing

2.3 Accessible Websites and Web Content

Yale's internet website, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG") of Level AA except where impracticable.

Planned Action:

Yale will ensure that its Internet Website is developed and all new material posted to its website is in accordance with the WCAG as required by the regulation.

Implementation Timeframe:

Current website and web content will conform to WCAG 2.0 at level A unless it is impracticable. The website and web content will conform to WCAG 2.0 at level AA by January 1, 2021 unless this is impracticable.

3.0 Employment

3.1 Recruitment Process

Yale will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Yale will notify job applicants, when they are selected that accommodations are available upon request in relation to the materials or processes to be used. Yale will also consult with the applicants requesting accommodation and provide or arrange for a suitable accommodation that takes into account the applicant's needs due to disability.

Yale shall notify the successful applicant about its policies for accommodating employees with disabilities when an offer of employment is made.

Planned Action:

Notice about available accommodations will be set out in internal and external communications relating to recruitment. Yale will continue to advise job applicants when they are selected to participate in an assessment or selection process about the availability of accommodations. Applicants requesting accommodation will continue to be consulted about their needs and appropriate accommodation will be provided. Accommodation policies will be referenced in all offers of employment.

Implementation Timeframe

January 1, 2016 and ongoing

3.2 Informing Employees of Supports

Yale will inform its employees of its policies and changes in its policies used to support its employees with disabilities, including job accommodation policies. This information will be provided to new employees as soon as practicable. Yale will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility

needs due to disability. In consultation with an employee requesting accommodation, Yale will provide accommodation supports including accessible formats and communication supports needed for the employee to perform their job and that is generally available to employees in the workplace.

Planned Action:

Yale will review its existing accommodation policies and make any necessary changes to ensure full compliance with the Regulation. Yale will continue to inform employees of relevant policies and policy changes. Yale will continue to respond to individual accommodation requests.

Implementation Timeframe:

January 1, 2016 and ongoing

3.3 Workplace Emergency Response Information

Individualized workplace emergency response information will be provided to the employee that needs accommodation with respect to workplace emergencies as soon as practicable. Yale will obtain the consent of the employee that requires assistance to provide workplace emergency response information to a designated person that will provide assistance to the employee. The individualized workplace emergency response information will be updated when the employee moves within the facility and when general emergency response policies are reviewed.

Planned Action:

Yale will review and update their existing workplace emergency procedures to ensure compliance with the Accessibility Plan and the Regulation. Employees will be advised to provide notice of any accommodation needs with respect to workplace emergencies. Yale will provide employees with individualized workplace emergency response information where applicable. Consent will be obtained from employees requiring accommodation to provide workplace emergency response information to a designated person who will assist the affected employee.

Implementation Timeframe:

Ongoing

3.4 Individual Accommodation Plans

A written process for the development of individual accommodation plans for employees with disabilities will be established by Yale.

Planned Action:

An accommodation policy will be established, in full compliance with the IASR, which provides accommodation plans for employees with disabilities. The policy will include the following:

- a) How an employee requesting accommodation can participate in the development of an individual accommodation plan.
- b) How the individual is assessed.
- c) Determining if and how accommodation can be achieved through the use of outside consultants.
- d) Providing the individual accommodation plan in an appropriate format taking into account the employee's accessibility needs due to disability.
- e) Procedures to protect the privacy of the employee with respect to accommodation.
- f) Where an individual accommodation plan is denied, how will this be communicated to
- g) Frequency with which the individual accommodation plans will be reviewed and updated.

Implementation Timeframe:

January 1, 2016 and ongoing

3.5 Return to Work

A return to work process will be developed, documented and implemented for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. This process will include the steps Yale will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Planned Action:

Yale will develop a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. Yale will ensure that it is in full compliance with this Accessibility Plan and the Regulation.

Implementation Timeframe:

January 1, 2016 and ongoing

3.6 Performance Management, Career Development and Advancement and Redeployment

When conducting performance management reviews, providing career counselling or employee redeployment, Yale will take into account the accessibility needs of employees with disabilities and their accommodation plans.

Planned Action:

Yale will ensure that managers are aware and take into account their responsibilities when performing performance reviews with respect to the needs of employees with disabilities and their accommodation plans or when engaging in employee redeployment.

Implementation Timeframe:

January 1, 2016 and ongoing

4.0 Design of Public Spaces Standard

Yale will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if applicable (exterior paths of travel and accessible parking and/or operating service).

Planned Action:

Yale will ensure that accessibility standards are incorporated when building or making major modifications to public spaces.

Implementation Timeframe:

January 1, 2018