Bombardier Inc.'s Accessibility Policy and Multi-Year Accessibility Plan is based on the Ontario Regulation 191/11 (The Integrated Accessibility Standards Regulation ("IASR") of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

**Introduction**

The IASR under the AODA requires that Bombardier Inc. ("Bombardier") develops, implements and maintains an Accessibility Policy (the “Accessibility Policy”) that outlines how the organization will achieve accessibility and that includes Bombardier’s statement of organizational commitment to meet the accessibility needs of persons with disabilities and requires that Bombardier establishes, implements, maintains and documents a Multi-Year Accessibility Plan (the “Accessibility Plan”), that outlines Bombardier’s strategy to prevent and remove barriers for persons with disabilities and meet its obligations under the IASR.

This document is both Bombardier’s Accessibility Policy and Accessibility Plan.

The Accessibility Policy and the Accessibility Plan will be posted on Bombardier’s website and will be available in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

**Application**

The Accessibility Policy and Plan applies to all employees and customers of Bombardier’s business segments in Ontario and, where indicated, to Bombardier’s independent contractors.

**Our Commitment**

In fulfilling our mission, Bombardier strives to treat all individuals in a manner that allows them to maintain their dignity and independence. Bombardier promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

This Accessibility Plan outlines Bombardier’s strategies to achieve accessibility generally and meet IASR requirements in the following areas:

1. Workplace Emergency Response Information;
2. Training on the Ontario *Human Rights Code* and the IASR;
3. Information and Communication;
4. Employment; and
5. Design of Public Spaces Standards

**Accessibility Standards for Customer Service**

Bombardier has already been committed to compliance with the *Accessibility Standards for Customer Service Regulation* (O.Reg.429/07) under the AODA, which involves providing products and services in a way that respects the dignity and independence of people with disabilities.

**1. WORKPLACE EMERGENCY RESPONSE INFORMATION**

Where Bombardier is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as required and as soon as practicable.

**Planned Action**

The following measures are implemented by Bombardier:

- individualized workplace emergency response information procedures are developed for employees with disabilities, as required;
- emergency response information forms are prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
- where required Bombardier provides assistance to employees with disabilities during workplace emergencies or disasters. Plans for such assistance are set out in individualized emergency plans;
- With the employee’s prior consent, individualized emergency plans are communicated to the employees’ respective managers and safety personnel on an ‘as needed’ basis; and
- on a regular, ongoing basis, and as per the applicable terms of the IASR, Bombardier reviews and assesses general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.
2. TRAINING

Bombardier is committed to providing training to its employees working in Ontario on the requirements of the accessibility standards referred to in the IASR and on the Ontario Human Rights Code (the “Code”), as it pertains to persons with disabilities.

Planned Action

In accordance with the IASR, Bombardier will, by Spring 2015:

- ensure that appropriate training on the requirements of the IASR and the Code as it pertains to persons with disabilities is provided as soon as practicable to all employees.
- maintain records of the training provided, including training dates and records of individuals to whom training was provided; and
- ensure that training is provided on any changes to Bombardier’s Accessibility Policy on an ongoing basis.

3. INFORMATION AND COMMUNICATION

Bombardier is committed to making its information and communications accessible to persons with disabilities. Bombardier will adhere to new accessibility requirements under IASR standards to ensure that information and communications systems and platforms are accessible and, upon request, provided in formats that meet the needs of persons with disabilities.

a. Feedback, Accessible Formats and Communication Supports

Planned Action

In accordance with the IASR, Bombardier will:

- By the beginning of 2015, 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 and in a timely manner;
- By January 1st, 2016, as a general principle, where accessible formats and communication supports for persons with disabilities are requested:
consult with the person making the request to determine the suitability of the accessible format or communication support;
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, and at a cost no more than the regular cost charged to other persons; and

- By January 1st, 2016, notify the public of the availability of accessible formats and communication supports.

4. EMPLOYMENT

a. Recruitment

Bombardier is committed to fair and accessible employment recruiting practices that include providing accessibility across all stages of the employment cycle.

Planned Action

In accordance with the IASR, and by January 1st, 2016, Bombardier will do the following:

(i) Recruitment General: Bombardier will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- reviewing and, as necessary, modifying existing recruitment policies, procedures and processes; and
- advising that accommodation is available for applicants with disabilities on Bombardier’s job postings.

(ii) Recruitment, assessment and selection: When applicants are selected to participate in an assessment or selection process, Bombardier will notify them that accommodations are available upon request in relation to the materials or processes used in the assessment/selection process. This will include:

- reviewing and, as necessary, modifying existing recruitment policies, procedures and processes;
- adding to the script in the scheduling of an interview and/or assessment a notice of the availability of accommodation; and
Consulting applicants who request accommodation and arranging for the provision of suitable accommodation in a manner that takes into account the applicant’s accessibility needs.

(iii) Notice to Successful Applicants: When making offers of employment, Bombardier will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- review and, as necessary, modification of existing recruitment policies, procedures and processes; and
- adding a notification of Bombardier’s policies on accommodating employees with disabilities in offer of employment letters.

b. Informing Employees of Support /Providing Accessible Formats and Communications Supports

In accordance with the IASR, Bombardier will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take employees’ accessibility needs into account. This will include, by January 1st 2016:

- informing current employees and new hires (in the orientation process) of Bombardier’s policies that are related to employees with disabilities;
- keeping employees informed of changes to existing policies that are related to employees with disabilities;
- providing or arranging for provision of accessible formats and communications supports, upon request, for: (1) information that is needed in order to perform an employee’s job and (2) information that is generally available to employees in the workplace; and
  o Bombardier will consult with the requesting employee to determine the suitability of accessible formats or communications supports.

c. Documented Individual Accommodation Plans/Return to Work Process

By January 1st 2016, Bombardier will incorporate new accessibility requirements in accommodation and return to work processes to ensure that barriers are eliminated.

Planned Action

Bombardier’s existing processes include steps that Bombardier will take to
accommodate employees with disabilities and facilitate employees’ return to work after absence due to disability.

(i) Documented individual accommodation plans

Bombardier will review and assess existing processes to ensure they include a requirement for the development of documented individual accommodation plans for employees with disabilities, as required, including the following elements:

- the manner in which the employee requesting accommodation can participate in the development of the plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which Bombardier can request an evaluation by an outside medical or other expert, at Bombardier’s expense, to assist in determining if and how accommodation can be achieved;
- the manner in which an employee can request the participation of a representative from the workplace in the development of an accommodation plan;
- steps to protect the privacy of employees’ personal information;
- the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- the manner in which the reasons for denial will be provided to the employee if an individual accommodation plan is denied;
- the means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs;

The following will be included in an individual accommodation plan:

- any individualized workplace emergency response information that is required;
- if requested, any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with: (1) information necessary to perform the employee’s job and, (2) information generally available to employees in the workplace;
- any other accommodation that is provided.

(ii) Return to work process

Bombardier will ensure that the return to work process as set out in its existing processes outlines:

- steps Bombardier will take to facilitate return to work after a disability-related absence;
development of a written individualized return to work plan for employees; and
the use of individual accommodation plans in the return to work process.

d. **Performance Management, Career Development & Advancement and Redeployment**

Bombardier will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management process, providing career development & advancement and redeploying employees.

**Planned Action**

Bombardier will by January 1st, 2016:

- review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development and advancement and redeployment, as required.
- review, assess and, as necessary, include accessibility criteria in performance management workshops;
- include notification of the ability to provide accommodation on internal job postings; and
- review and modify employee transfer checklist, as required, to ensure the needs of employees with disabilities are met.

5. **DESIGN OF PUBLIC SPACE STANDARDS**

Bombardier is committed to incorporating barrier free design principles into public spaces that are newly constructed or redeveloped on or after January 1st, 2017, as set out in the Integrated Accessibility Standards.

For more information on this Accessibility Policy and Plan or for accessible formats of this document, please contact the Human Resources Director for the Bombardier Toronto site (416-633-7310).