



## **AODA Accessibility Standards Policy**

### **Policy**

Carl Zeiss Canada Ltd. & Carl Zeiss Vision Canada Inc. (the "ZEISS Canada") is committed to obtaining compliance with the provisions of *Accessibility of Ontarians with Disabilities Act, 2005* ("AODA") and its Regulations to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications, employment, and customer service. This Policy reflects that commitment.

ZEISS Canada will implement the standard in this policy within the timeframes set out in ZEISS Canada's Multi-year Accessibility Plan, and this policy should be read in conjunction with our Accessibility plans.

This policy applies to ZEISS Canada employees in Ontario and in respect of its businesses which provide goods or services to the public or third parties in Ontario, where applicable.

The policy consists of three parts: Part 1 General Standards, Part 2 Information and Communications Standards, Part 3 Employment Standards and Part 4 Customer Service Standards.

### **Part 1: General Requirements**

#### **1. Our Commitment**

ZEISS Canada is committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting our requirements under the Act.

#### **2. Multi-Year Accessibility Plan**

ZEISS Canada will develop, maintain, and document a Multi-Year Accessibility Plan outlining our strategy to prevent and remove barriers and meet its requirements under the Regulation. The Plan will be reviewed and updated at least once every five years, and will be posted on ZEISS Canada's website. Upon request, ZEISS Canada will provide a copy of the Accessibility Plan in an accessible format.

#### **3. Training**

ZEISS Canada will ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities, to:

- all employees, agents, and contractors;
- all persons who participate in developing ZEISS Canada policies; and
- all other persons who provide goods and services on behalf of ZEISS Canada.

The training will be provided as soon as practicable and will be provided when there are any changes to the policy. ZEISS Canada will keep a record of the training.



## **Part 2: Information and Communication Standards**

### **4. Feedback**

ZEISS Canada will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

### **5. Accessible Formats and Communication Supports**

Upon request, ZEISS Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the persons needs and we will consult with the person in determining the suitable format or support.

## **Part 3: Employment Standards**

### **6. Recruitment, Assessment and Selection Process**

All job postings (internal / external) shall include reference to the availability of accommodation for applicants who have disabilities.

During the assessment and selection process and upon request, applicants shall be verbally informed that accommodations are available for the interview process and for other candidate selection methods. Where an accommodation is requested, the company shall consult with the applicant and may provide or arrange for suitable accommodation if deemed possible.

When making offers of employment, ZEISS Canada will notify the successful candidate of its policies for accommodating employees with disabilities.

### **7. Information for Employees**

ZEISS Canada will ensure all employees are aware of the company's policies as it pertains to employees with disabilities as well as any changes to these policies by:

- Informing existing employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodation that take in account an employee's accessibility needs due to disability.
- Providing this information to new employees as soon as practicable after they begin employment.
- Providing updated information on accommodations policies to employees when changes occur.



## **8. Accessibility Formats and Communication Supports for Employees**

Upon request from an employee with a disability, ZEISS Canada will consult with the employee and provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's position, and information generally available to other employees. Such accessible formats and/or communication supports shall be captured and documented in the employee's Individual Accommodation Plan.

## **9. Workplace Emergency Response Information**

ZEISS Canada will provide individualized workplace emergency response information to employees who have a disability, if required, and the company is aware of the need for accommodation due to disability. Where the employee requires assistance, the company will, with the employee's consent, provide the workplace emergency response information to the person designated by ZEISS Canada to provide assistance to the employee. This will be included in the employee's individual accommodation plan.

## **10. Documented Individual Accommodation Plans**

ZEISS Canada will maintain a written process for the development of documented individual accommodation plans for employees with disabilities and to facilitate an employee's return to work after absence due to disability.

The process for development of accommodation plans includes specific elements including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which ZEISS Canada can request an evaluation by an outside medical expert or other experts (at the company's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated;
- If an individual accommodation is denied, the manner in which the reasons for the denial shall be provided to the employees as well as appeal timelines and procedures;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The return-to-work process shall outline the steps ZEISS Canada shall take to facilitate the employee's return to work and timely reintegration into the workplace. The details shall be captured in the individual return to work plan.



## **11. Performance Management, Career Development and Redeployment**

ZEISS Canada shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

### **Part 4: Customer Service Standards**

## **12. Providing Goods and Services to People with Disabilities**

ZEISS 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:

### **13. Communication**

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

### **14. Telephone Services**

We are committed to providing fully accessible telephone service to our customers. We will train staff 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 email, TTY relay services or appropriate alternate methods if telephone communication is not suitable to their communication needs or is not available.

### **15. 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 staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. If required, we will also ensure that staff know how to use assistive devices available on our premises for customers.

### **16. Format of Documentation**

ZEISS Canada will provide accessible bills to all of our customers. Upon request, bills will be provided in Braille or eBill. The company will answer any questions customers may have about the content of the bill in person, by telephone or email.



## **17. Use of Service Animals and Support Persons**

If required, 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 staff, and others 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 the parts of our premises that are open to the public and other third parties 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.

## **18. Training**

ZEISS Canada will ensure that training is provided to all employees and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as soon as practicable after the individual is assigned the applicable duties.

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 equipment or devices available or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the company's goods and services.
- ZEISS Canada's policies, practices and procedures relating to the customer service standard. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **19. Feedback Process**

ZEISS Canada's goal is to meet and surpass customer expectations when serving customers with disabilities. Feedback regarding the way ZEISS Canada provides goods and services to people with disabilities can be



made in a variety of accessible formats such as email, verbally or by completing a Customer Feedback form on-line or by mailing it. If an alternative format or communication support is required, please contact below:

ZEISS Canada  
45 Valleybrook Drive  
Toronto, Ontario  
M3B 2S6

Research Microscopy:  
[info.microscopy.ca@zeiss.com](mailto:info.microscopy.ca@zeiss.com)

Medical Technology:  
[info.meditec.ca@zeiss.com](mailto:info.meditec.ca@zeiss.com)

Vision Canada:  
[sales.vision.ca@zeiss.com](mailto:sales.vision.ca@zeiss.com)

Telephone 416-449-4660 Toll Free 1-800-387-0138 Bell Relay 1-800-855-0511 Fax 416-449-3524

## **20. Policy Review and Update**

This policy shall be reviewed regularly by Human Resources to ensure that it is reflective of ZEISS Canada's current practices as well as legislative requirements.

Date: January 29, 2022