



ZEISS Canada Multi-Year Accessibility Plan

This Multi-year Accessibility Plan outlines Carl Zeiss Canada Ltd. and Carl Zeiss Vision Canada Inc.'s (ZEISS Canada) plans to prevent and remove barriers and meet the requirements of the *Integrated Accessibility Standards Regulation* (the "Regulation") of the *Accessibility of Ontarians with Disability Act, 2005*.

Part 1 – General Requirements			
Regulation Section	Initiative	Item	Status
3	Establish Accessibility Policy	ZEISS Canada has an AODA Policy that is posted on our intranet site. The Company is planning to post the policy to our website by March 1, 2022.	In - Progress
4	Multi-Year Accessibility Plan	This multi-year plan will be available on our website by March 1, 2022.	In - Progress
7	Training	ZEISS Canada shall ensure that 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 people with disabilities to: a) all employees, contractors and agents and b) all persons who participate in developing organizational policies.	Compliant

		The training is an electronic training course and ZEISS Canada keeps the required training records. All new hires complete the training during their onboarding process.	
Part 2 – Information and Communications Standards			
11	Feedback	<p>The ZEISS Canada Sales & Customer Service team is the point of contact for all feedback and communication supports upon request.</p> <p>The contact information is posted on our website at:</p> <p>Research Microscopy: info.microscopy.ca@zeiss.com</p> <p>Medical Technology: info.meditec.ca@zeiss.com</p> <p>Vision Canada: sales.vision.ca@zeiss.com</p>	Compliant
12	Accessible Formats & Communication Supports	<p>Accessible formats and communication supports are available upon request by contacting the Sales & Customer Service Team.</p> <p>Accessible formats and communication supports with respect to ZEISS Canada internal information are available to employees and contractors upon request. Employees and contractors should contact the Human Resources Department with such requests.</p>	Compliant
Part 3 – Employment Standards			
22, 23 & 24	Recruitment	<p>ZEISS Canada notifies applicants about the availability of accommodation for persons with disabilities in the recruitment process. Notice is included in all job postings.</p> <p>Accommodations are available through the HR Department through the assessment and selection process.</p>	Compliant

		All offers of employment include notice of the accommodation process. New employees receive a copy of our accommodation policy. The accommodation policy is posted on our intranet site.	
25	Employee Information	ZEISS Canada provides accessible formats and communication supports to employees and contractors upon request and consults with the employee or contractor making the request as per the Regulation.	Compliant
27	Workplace Emergency Response Information	ZEISS Canada has a process for providing individualized emergency response information.	Compliant
28	Documented Individual Accommodation Plans	ZEISS Canada has a written process for developing and documenting Individual Accommodation Plans that complies with the Regulations.	Compliant
29	Return to Work Process	ZEISS Canada has a return-to-work process for employees that require accommodation due to a disability. The return-to-work process, managed in conjunction with Manulife, is incorporated in the development of an employee's Individual Accommodation Plan.	Compliant
30	Performance Management	ZEISS Canada has a process and guidelines including a review of the employee's Individual Accommodation Plan, that considers the accommodation needs of employees with disabilities in its performance management process.	Compliant
31	Career Development	ZEISS Canada has a process and guidelines that considers the accessibility needs of employees with disabilities in its career development and advancement processes.	Compliant

32	Redeployment	ZEISS Canada has a process that considers the accessibility needs of employees with disabilities when redeploying employees with disabilities.	Compliant
Part 4 – Customer Service Standards			
80.46	Customer Service Accessibility Policy	ZEISS Canada maintains policies governing its provision of goods and services to persons with disabilities. We are committed to providing good and services in a manner that respects the dignity and independence of persons with disabilities. Our AODA Accessibility Standards Policy (which includes our Customer Service Standards) is posted our external website and provided in accessible format upon request.	Compliant
80.47	Service Animals and Support Persons	<p>ZEISS Canada welcomes people with disabilities who are accompanied by a service animal or a support worker on the parts of our premises that are open to the public. 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 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.</p> <p>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 or a support person. The training is an electronic training course and ZEISS Canada keeps the required training records. All new hires complete the training during their onboarding process.</p>	Compliant
80.49	Training	ZEISS Canada ensures training for 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.	Compliant

		The training is an electronic training course and ZEISS Canada keeps the required training records.	
80.50	Feedback	Our goal is to meet and surpass customer expectations when serving customers with disabilities. Comments on our services regarding how well those expectations are welcome. 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. This information is posted on our website.	Compliant
80.51	Format of Documents	Upon request, ZEISS Canada's billing process and information for persons with a disability, can be provided or can be arranged to be provided in an accessible format or with communication support: a) in a timely manner that takes into account the person's accessibility needs due to disability and b) at a cost that is no more than the regular cost charged to other persons.	Compliant

Note: Regarding Regulation 14 - Accessible Websites & Web content, ZEISS Canada is not required to comply with the regulation as control of our website resides outside of Canada with our Global Marketing Team which is based out of Oberkochen, Germany. Accessible formats and communication supports are available upon request by contacting the Canadian Sales & Customer Service Team.