

# Multi-year Accessibility Plan

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## Message from the CEO

Our corporate accessibility statement outlines that Siemens Healthineers in Canada is committed to excellence in serving all employees and customers including people with disabilities. Siemens Healthineers in Canada strives to ensure that policies and procedures established with respect to the provisions of goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity. Our policy defines the guidelines to operate, striving to ensure accessibility of goods and services for our diverse employees and customers.

For many decades, Siemens Healthineers has shown a significant and measurable impact when it comes to improving access and innovation in healthcare. We will actively continue our commitment to the healthcare sector and all of society, every day, for the current generation and those to come. Our commitment to expanding access to healthcare to all is also reflected in our own operations – from our office buildings to recruitment process, and in the way we present information to our customers, prospective customers, and consumers.

One of the main ways we communicate about our work and product portfolio is through our website. Throughout our recent platform re-launch, we aimed to meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA), s. 14 of O. Reg. 191.

Compliance to regulations is one of many aspects that drives our commitment and approach to accessibility. In Canada, we established a Diversity and Inclusion Committee in 2020 to ensure the views of all our employees are heard, and to provide a safe space for colleagues to seek support, discuss issues, and celebrate their true selves. These groups are run by employees with a member of the executive team acting as a sponsor. These groups arrange events and provide input on our organizational approach to our work and employees, and helps drive our culture and involvement with the communities we work in. Ongoing input and insight from members of the employee resource groups will continue to drive our commitment and approach to accessibility and ensure it constantly evolves to meet the challenges and needs of the day.

If you have any questions or would like to discuss further, please don't hesitate to reach out to us.

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Mark Fritz

Vice President, Zone General Manager, Canada  
Siemens Healthcare Limited

Chief Executive Officer  
Epocal Inc.

## Commitment Statement

Siemens Healthineers (also referred to as "Company") is committed to excellence in serving all employees and customers, including people with disabilities. Siemens Healthineers will strive to ensure that policies and procedures established with respect to the provisions of its goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity as provided in the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). Siemens Healthineers will continue to attempt to meet the needs of all its customers, including but not limited to persons with disabilities, in an effective and timely manner.

Our Multi-Year Accessibility Plan outlines actions to remove barriers to accessibility and ensure compliance with the AODA. The below 5-year plan covers the period 2021-2025.

## General Requirements

### Initiatives

#### *Establishment of accessibility policy*

Siemens Healthineers has created a statement of organizational commitment to meet accessibility standards.

Siemens Healthineers has created and communicated an accessibility company policy in alignment with the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation (IASR).

Siemens Healthineers will, every two years, review internal policies and procedures that support accessibility standards.

#### *Accessibility plans*

Siemens Healthineers has developed, communicated, and maintained a multi-year accessibility plan to remove barriers and ensure compliance with AODA standards, which, upon request, can be available in accessible formats.

## Customer Service

Siemens Healthineers is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

### Initiatives

#### *Establishment of Policies*

Siemens Healthineers has established various internal procedures in support of accessibility standards (i.e. process for temporary disruptions of facilities/services in Ontario, emergency response plans for employees who need accommodation, etc.).

#### *Assistive Devices*

Siemens Healthineers is committed to ensuring that our employees are trained and familiar with various assistive devices we have on site or, to the extent applicable, that we provide that may be used by

customers with disabilities while accessing our goods or services. Siemens Healthineers will continue to allow people to use their own assistive devices wherever possible, to access our goods and services.

#### *Service Animals*

Siemens Healthineers is committed to welcoming people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. In areas where service animals are not permitted, Siemens Healthineers, after discussing with the customer, will try and provide the goods and services in alternate ways, wherever possible.

#### *Support Persons*

Siemens Healthineers is committed to welcoming people with disabilities and their 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.

#### *Information and Communication*

Siemens Healthineers is committed to communicating with people with disabilities in ways that take into account their disability. Siemens Healthineers will strive wherever possible, to provide information to customers with disabilities in ways that meet their needs.

#### *Training*

Siemens Healthineers will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on the Company's 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 include:

- An overview of the AODA and the requirements of the IASR;
- Company's plan related to the Customer Service Standard and other standards as applicable under the AODA;
- 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 the equipment or devices available on-site or otherwise that may help with providing 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; and
- Customer service the Company's policies, practices and procedures.

Staff training will also be updated as required when changes are made to this plan. Siemens Healthineers will endeavour to train staff on this plan within sixty (60) days of being hired.

#### *Notice of Availability*

Siemens Healthineers will ensure that our documents related to this plan are posted for the public to view on our company's internet site, for our employees to view on our company intranet site and are otherwise made available upon request.

### *Feedback Process*

Siemens Healthineers is committed to having mechanisms/processes for receiving and responding to feedback in ways that are accessible to persons with disabilities. Customers who wish to provide feedback regarding the way Siemens Healthineers provides goods and services to people with disabilities can provide feedback in the following way(s):

- In person
- Telephone
- E-mail
- In writing (using the feedback form)

All feedback, including complaints, will be reviewed and acted on as appropriate to improve Siemens Healthineers' AODA compliance.

Customers can expect to hear back promptly from Siemens Healthineers.

Information about the feedback process will be made available externally via the Siemens Healthineers website, internally via the intranet and can be made available to the general public, on request.

## **Information and Communication**

Siemens Healthineers is committed to making our information and communications accessible to people with disabilities.

### **Initiatives**

#### *Accessible Formats and Communication Supports*

Upon request and in a timely manner, Siemens Healthineers will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

#### *Emergency procedure, plans or public safety*

Siemens Healthineers will ensure emergency procedures, plans or public safety information that is available to the public will be available upon request in an accessible format or with appropriate communication supports, as soon as practicable.

#### *Accessible websites and web content*

Siemens Healthineers will endeavour to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by January 1, 2021.

## **Employment**

Siemens Healthineers is committed to fair and accessible employment practices.

### **Initiatives**

#### *General Recruitment*

Siemens Healthineers will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes on job postings as well as in internal procedures.

#### *Recruitment, assessment, or selection process*

Siemens Healthineers will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

Siemens Healthineers states within an internal recruitment procedure that the Company is committed to providing reasonable accommodation for disabilities to internal and external job applicants in all aspects of the recruitment process upon request.

#### *Notice to Successful Applicants*

Siemens Healthineers notifies the successful applicant of its policies and procedures for accommodating employees with disabilities within the offer of employment.

#### *Informing employees of supports*

Siemens Healthineers will inform its employees of its policies and procedures used to support its employees with disabilities, including, but not limited to, policies and procedures on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Siemens Healthineers 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.

#### *Workplace emergency response information*

Siemens Healthineers will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.

Siemens Healthineers will review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization;
- When the employee's overall accommodations needs or plans are reviewed; and
- When the employer reviews its general emergency response policies.

#### *Documented individual accommodation plans*

Siemens Healthineers has developed and has in place a written process for the development of documented individual accommodation plans for employees with disabilities.

#### *Return to work processes*

Siemens Healthineers has in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

#### *Performance management/ Career development and advancement*

Siemens Healthineers takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process and providing career development and advancement in respect of employees with disabilities.

Siemens Healthineers has created a Performance and Succession Management procedure that takes into account the accessibility needs of its employees with disabilities and individual accommodation plans.

## Design of Public Spaces

### Initiatives

Siemens Healthineers will meet accessibility laws when building or making major changes to public spaces.

Siemens Healthineers will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### Other

Siemens Healthineers endeavours to meet all requirements of the AODA.

### Initiatives

For year 2021, Siemens Healthineers will create and establish an AODA committee with a scheduled annual meeting to review and ensure compliance with the AODA.

## Contact Information

For more information on this accessibility plan, please contact Siemens Healthineers at (905) 465-8000 or [customeradvocate.ca@siemens-healthineers.com](mailto:customeradvocate.ca@siemens-healthineers.com)

Our Website: <https://www.siemens-healthineers.com/en-ca>

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Standard and accessible formats of this document are free upon request.