

This Policy applies to Siemens Healthineers CAN Employees Only	<i>Printed copies of policies are for reference only and may not contain all policy-related information. See History for changes.</i>
EFFECTIVE DATE: 01/01/2025	CONTROLLED COPIES:
REVISION NUMBER: 2	None
POLICY NAME: Accessibility for Individuals with Disabilities	
POLICY NUMBER: P-HR-016	

This document applies to employees of Siemens Healthcare Limited and Epcal Inc. (hereinafter each company individually is referred to as "Company").

Our Commitment

The Company is committed to excellence in serving all employees and customers, including people with disabilities. The Company 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"). The Company 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.

The Company confirms and is committed to all matters in Annex 1 of this document.

Responsibilities

Human Resources (HR) will be primarily responsible for the governance of the AODA across the Company. Since implementation of provisions under AODA fall under various departments, Information Technology (IT), Siemens Real Estate (SRE), Communications and Government Affairs (CG) and the respective business units (when applicable), are jointly responsible to ensure that matters that fall within their scope are executed in accordance with the requirements of the AODA.

Approved by:

Sevket On
VP and General Manager for Zone Canada

Adrian Quesada
Country Human Resources Head - Canada

Mark Fritz
Head, Ottawa Site Operations

Annex 1

Our Commitment

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Act, 2005 (“AODA”). The Company 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.

Assistive Devices

The Company 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. The Company will continue to allow people to use their own assistive devices wherever possible, to access our goods and services.

Information and Communication

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

Service Animals

The Company 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, Company, after discussing with the customer, will try and provide the goods and services in alternate ways, wherever possible.

Support Persons

The Company 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.

Notice of Temporary Disruption

Whenever reasonably possible, the Company will notify affected customers promptly in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. In such circumstances, the Company will endeavour to clearly post a notice (including via its website, at its offices or at an applicable customer site) that will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

The Company 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 Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the Customer Service Standard and the Integrated Accessibility Standards;
- 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.

The Company will endeavour to train staff on this plan within sixty (60) days of being hired.

Notice of Availability

The Company 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.

Modifications

Any policy, practice or procedure of the Company that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed to the extent required in order to ensure the Company's compliance with the AODA.

Feedback Process

The Company 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 the Company provides goods and services to people with disabilities can provide feedback in the following way(s):

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

All feedback, including complaints, will be reviewed and acted on as appropriate to improve the Company AODA compliance.

Customers can expect to hear back promptly from the Company.

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.

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Feedback Form

Return to: Siemens Healthineers Corporate Human Resources- (Accessibility) 1577 North Service Road Oakville, ON L6H 0H6	
First Name	
Last Name	
E-Mail	
Phone	
Company	
Address	
City	
Province	
Postal Code	
Subject	
Message	

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HISTORY