

AstraZeneca Canada's Multi-Year Accessibility Plan

Accessible Customer Service Standard

Requirement	Commitment and Action Plan	Due date	Current status
Establish and document policies, practices and procedures for the provision of services to people with disabilities	<p>Post an Accessible Customer Service Policy on the AstraZeneca Canada Corporate website.</p> <p>All Policies will be reviewed every 5 years or as issues are identified requiring a policy review.</p>	01/01/2012	Complete
Establish a Customer Service training program for Ontario employees as well as those involved in the development and application of policies and procedures for the provision of our legal services	<p>All Ontario employees required to complete e-learning module on AODA, Customer Service Standard and AstraZeneca's Accessible Customer Service Policy. In addition, new Ontario employees will be required to complete this e-learning module as part of their orientation. AstraZeneca will also ensure that anyone providing goods, services and facilities on its behalf is trained on the AODA and Customer Service Standard, as well as AstraZeneca's Accessible Customer Service Policy.</p> <p>In addition, an electronic record of the training provided will be maintained including the dates the training was provided and the number of individuals to whom it was provided.</p>	01/01/2012	Complete & Ongoing
Establish a feedback process about the manner of providing goods, services and facilities to persons with disabilities	<p>AstraZeneca has established and implemented the use of multiple customer feedback channels including:</p> <ul style="list-style-type: none"> • Link on our external website for customer feedback to the "Accessible Customer Service Feedback Form" • Email at corporatecommunications@astrazeneca.com • Verbally in person or by Telephone 905-277-7111 • Written format customer service feedback form 	01/01/2012	Complete
Establish procedures to notify the public regarding temporary disruptions to facilities	A notification process is in place for temporary disruptions and will be posted using a method that is reasonable in the circumstances by the head office building owner.	01/01/2012	Complete
Notice of Availability of Documents and Format of Documents	AstraZeneca Canada will provide documents in different formats as applicable based upon request.	01/01/2012	Complete

Integrated Accessibility Standards Regulation - General Requirements

Requirement	Commitment and Action Plan	Due date	Current status
Prepare a multi-year Accessibility Plan	<p>Prepare, implement, maintain and document a Multi-Year Accessibility Plan, which outlines AstraZeneca commitment to prevent and remove barriers for employees with disabilities and meet our requirements under the legislation.</p> <p>Post this plan on the AstraZeneca Canada's Corporate Website and upon request provide in an accessible format.</p>	01/01/2014	Complete
Establish accessibility policies	<p>Develop, implement, and maintain policies governing how accessibility will be achieved including:</p> <ul style="list-style-type: none"> • A statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner • Ensure that accessibility policies are provided in an accessible format upon request. 	01/01/2014	Complete
	<p>Review and update accessibility plan every 5 years. Next review/update due January 1, 2019</p>	01/01/2019	Ongoing
Provide training on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities and keep an official training record.	<p>AstraZeneca will utilize online modules to train all Ontario employees, volunteers, and third-party contractors who provide goods or services on AstraZeneca Canada's behalf.</p> <p>An electronic record of the training, the date it was provided, and to whom it was provided will be maintained.</p>	01/01/2015	Complete/Ongoing

Integrated Accessibility Standards Regulation – Information and Communication standard

Requirement	Commitment and Action Plan	Due date	Current status
Accessible websites and web content	Ensure any new internet websites and the web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), level A.	01/01/2014	Complete
Accessible websites and web content	Ensure all internet websites and the web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), level AA.	01/01/2021	Ongoing
Feedback	Notify recipients of existing feedback processes about the availability of accessible formats and communication supports upon request.	01/01/2015	Complete
Accessible formats and communication supports	<p>Upon request, AstraZeneca Canada will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and will take into account the person's accessibility needs due to disability.</p> <p>In addition, AstraZeneca Canada will notify the public about the availability of accessible formats and communication supports.</p>	01/01/2016	Complete
Emergency Procedure Plans or Public Safety Information	In accordance with AstraZeneca Canada's Accessible Customer Service Policy, all emergency procedures, plans and public safety information made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	01/01/2012	Complete

Integrated Accessibility Standards Regulation - Employment Standard

Requirement	Commitment and Action Plan	Due date	Current status
Provide emergency response information to employees with disabilities	<p>Provide an individualized workplace emergency plan for disabled employees upon becoming aware of the need for accommodation, if the disability is such that an individualized plan is necessary.</p> <p>On an ongoing and regular basis, AstraZeneca Canada will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are continuously addressed.</p>	01/01/2012	Complete & Ongoing
Individual accommodation plans	<p>A written process for the development of documented individual accommodation plans for employees with disabilities is outlined in AstraZeneca Canada's Disability Accommodation Policy. This process shall include the following:</p> <ul style="list-style-type: none"> • the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan, • the means by which the employee is assessed on an individual basis, • the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, 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 the accommodation plan, • the steps taken to protect the privacy of the employee's personal information, • the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done, • if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee, and • the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. <p>Individual accommodation plans will include any information regarding accessible formats and communications supports to be provided, and if required, include individualized workplace emergency response information.</p>	01/01/2016	Complete
Recruitment, Assessment and/or	Notify employees and the public about the availability of accommodation for applicants with disabilities in our	01/01/2016	Complete

Selection process	<p>Recruitment processes. This will include:</p> <ul style="list-style-type: none"> • Notifying 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. • Consult with applicants requesting accommodation and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability. • The inclusion of accessibility and accommodation information within all formal offers of employment 		
Informing employees of supports	<p>Inform current employees, and new employees as soon as practicable, of our policies, or changes to our policies, used to support employees with disabilities including job accommodations. This will include:</p> <ul style="list-style-type: none"> • Providing updated information to 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. • As specified in our Disability Accommodation Policy, where an employee with a disability requests accommodation support, AstraZeneca Canada will consult with the requesting employee in determining the suitability of an accessible format or communication support and provide or arrange for the determined accessible formats and communication supports with regard to information that is needed in order to perform the employees job. 	01/01/2016	Complete
Return to work process	<p>AstraZeneca has a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>If applicable, the return to work process will include documented individual accommodation plans as outlined in the Disability Accommodation Policy.</p>	01/01/2016	Complete
Performance management, career development and advancement and redeployment	<p>Ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account when conducting performance management, career development and advancement, or when engaging in employee redeployment.</p>	01/01/2016	Complete

Integrated Accessibility Standards Regulation – Design of Public Spaces Standard

Requirement	Commitment and Action Plan	Due date	Current status
Ensure any redevelopment or construction of public spaces is in accordance with the legislative requirements.	If AstraZeneca Canada is building or making major modifications to a public space, such as service-related elements like service counters or waiting areas, it will comply with all legislative requirements and ensure that any third party engaged to complete the redevelopment or construction on its behalf complies with the requirements.	01/01/2017	Ongoing (no redevelopment or construction planned at this time)