

Accessibility for Ontarians with Disabilities Act (“AODA”)

Alcon Canada Integrated Accessibility Standard Regulation – Multi-year Accessibility Plan

Category: General Requirements

Component	Requirement	Action(s)
1. Establishment of Accessibility Policies	<p>Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p>Sec. 3(3) Prepare one or more written documents describing its policies</p>	A third party, Workplace Safety & Prevention Services was contracted to complete the statement of commitment and policy on the Integrated Accessibility Standard Regulation.
2. Accessibility Plan	<p>Sec. 4(1) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	Workplace Safety & Prevention Services was contracted to complete a multi-year accessibility plan.
3. Self-Service Kiosks	<p>Sec. 7(2) Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p> <p>Alcon Canada Inc. is not aware at this time of any kiosks being utilized. Should this change in the future, Alcon Canada Inc. will ensure it meets this requirement.</p>
4. Training	<p>Sec. 7 Every obligated organization shall 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 person with disabilities</p>	<p>All employees, volunteers, persons who participate in developing the organization’s policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained.</p> <p>Training will be on the requirements of the Integrated Accessibility Standard. Employees will</p>

			<p>also be trained on the Ontario Human Rights Code as it pertains to persons with disabilities using the Ontario Human Rights Commission’s videos, <i>Working Together: The Code and AODA</i>.</p>
5.	<p>Accessibility Report</p>	<p>Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.</p>	<p>Report was filed before January 1, 2015. The next report will be filed before January 1, 2018.</p>

Category: Information & Communications Standards

Component		Requirement	Action(s)
1.	Feedback from Customers	Sec. 11 Receiving and providing feedback in an accessible format	Alcon Canada Inc. solicits feedback from its customers through the company's website. Alcon Canada Inc. will ensure information about the availability of accessible formats or communication supports is added to the website and the process is facilitated in a way which takes into account a variety of disabilities.
2.	Accessible Formats and Communication Supports	Sec. 12 Information about their goods and services or facilities	Alcon Canada Inc. shall upon request, provide or arrange for the provision of accessible formats for persons with disabilities. The availability of accessible formats will be communicated through a posting at reception and on our website at www.alcon.ca .
		Sec. 12 Communication Supports	Communication supports will be provided in a timely manner which takes into account a person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be consulted with to determine the suitability of a communication support.
3.	Unconvertible Information	Sec. 12 Examples: blue prints or x-rays	Alcon Canada Inc. is not aware of any unconvertible information at this time. Should this change in the future, the accessibility plan posted on our website will be amended.

4.	Meeting requests in a timely manner	Sec. 12 HTML, MS Word, accessible electronic formats	Alcon Canada Inc. will respond to requests for accessible documents or communication supports within fifteen (15) business days.
5.	Posting Requirements	Sec. 12 Public must be notified about accessible formats & communication supports	Alcon Canada Inc. will notify the public about the availability of accessible formats and communication supports via an AODA posting at reception and on the company's website, www.alcon.ca.
6.	Emergency Procedures / Plan or Public Safety Information	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/plan or public safety information Alcon Canada Inc. makes publicly available will be made available in an accessible format upon request.
7.	Accessible Websites & Web Content	Sec. 14 Applies to new internet websites & content WCAG 2.0 A Level	Alcon Canada Inc. did not create a new URL or change their existing website by more than 50%.
		Sec. 14 All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA)	Alcon Canada Inc. will ensure the IT team is aware of this requirement and that our website is compliant on or before the deadline of January 1, 2021.

Category: Employment

Component	Requirement	Action(s)
1.	Recruitment, Assessment and Selection	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process
		Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available
		Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities

Alcon Canada Inc. utilizes a variety of methods to recruit. When posting open positions, information about the availability of accommodations will be added to the job postings. In addition, information about the availability of accommodations will be added to the “Careers” page of our website.

If utilizing placement agencies, Alcon Canada Inc. will ensure the agency is meeting this requirement.

Alcon Canada Inc. will notify applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time.

Alcon Canada Inc. will notify the successful applicant(s) of our policies for accommodating employees with disabilities. All new hires receive written offers of employment with this information.

		Sec. 25 Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Alcon Canada Inc. will inform all existing employees of our policies for supporting employees with disabilities. Notification will be sent via an email or an AODA training session.
2.	Accessible formats and communication supports for employees	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Alcon Canada Inc. will, upon request, consult with an employee with a disability to determine which accessible formats or communication supports they require to perform the duties of their job.
3.	Workplace emergency response information	Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	Alcon Canada Inc. will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.
4.	Documented individual accommodation plans	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	Alcon Canada Inc. will create an individualized accommodation plan for any employee for which they have been made aware has a disability. There may be times when we may initiate a dialogue to offer assistance for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. This plan will be reviewed when there is a change in the employee's disability or job.
5.	Return to Work Process	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	Alcon Canada Inc. has developed and 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. If an individual's injury is

			covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.
6.	Performance Management	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Alcon Canada Inc. will consider the accessibility needs of employees with disabilities in the area of performance management.
7.	Career Development and Advancement	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization.	Alcon Canada Inc. will take into account what accommodations employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position. If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.
8.	Redeployment	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization	In the event that Alcon Canada Inc. initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.