

Abbott Laboratories, Limited, Abbott Informatics Canada Inc. and Abbott Point of Care Canada, Limited (collectively, “Abbott”) is committed to excellence in serving all customers, including people with disabilities. This policy is adopted pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the Customer Service Standard adopted under the AODA (“Customer Service Standard”).

1. Definitions

Accommodation : means providing alternate or adapted methods to attain equal access to goods and services or, the same level of experience if a “barrier” exists and the existing method of providing access to said goods or services is not yet fully integrated and accessible to persons with disabilities;

Assistive Device : means any apparatus that helps a person with a disability to do a certain task and may include such examples as an alphabet board, cane, hearing aid, reaching device, scooter, text-to-speech conversion software, walker, or wheelchair;

Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

Disability: means, as defined by the Ontario *Human Rights Code*,

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

b) a condition of mental impairment or a developmental disability,

c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Support Person: means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A Support Person does not need to be a paid support person, but may also be a friend or relative; and

Service Animal: means a “guide dog” as defined by the *Blind Persons Rights Act*, or any other animal that is used by a person for reasons relating to a disability. For the purpose of the AODA, an animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

2. The Provision of Goods and Services to Persons with Disabilities

Abbott will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality service;
- allowing customers with disabilities to do things in their own ways and, at their own pace when accessing goods and services, as long as this does not present a safety risk;
- using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer’s disability.

3. Communicating with Persons with Disabilities

When communicating with a person with a disability, Abbott employees will communicate in a manner that takes into account a person’s disability.

4. Assistive Devices

Abbott is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from its facilities and services. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Abbott.

5. Service Animals and Support Persons

Abbott is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its facilities that are open to the public. Abbott is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person who is accompanied by a support person be prevented from having access to his or her support person.

6. Temporary Disruption of Services

Abbott will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities such as automatic doors, elevators, accessible parking spaces, or accessible washrooms. Service disruptions will be reported to the relevant **AODA Compliance Officer** (see Feedback Section) who will take appropriate action to:

- a) clearly post notification at the site of the service disruption and other appropriate points, such as at accessible parking spaces if parking is part of the facility;
- b) promptly notify employees of the disruption so they may take appropriate action to advise any expected visitors that may be affected by the disruption; and
- c) make sure that the notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

7. Documentation

In accordance with legislation, a copy of the documents required by or pertaining to the Customer Service Standard will be made available upon request. The documents will be provided in a mutually agreed upon format that takes into account a person's disability.

Abbott will notify the public that its documents related to the Customer Service Standard are available upon request by posting a notice in a conspicuous place in its facilities, on its website (**www.abbott.ca**) and/or through other reasonable means.

8. Training

In accordance with legislation, Abbott will ensure that employees dealing with Ontario customers receive training on the purpose of the AODA and the requirements of the Standard as appropriate to their job role, including:

- how to interact and communicate with people with various types of disabilities;
- how to interact with people who use an assistive device or require the support of a service animal or support person;

- how to use equipment or assistive devices available on Abbott premises, if any; and
- what to do if a person with a particular type of disability is having difficulty accessing Abbott facilities or services.

Training will be provided to every person within Abbott who deals with members of the public in Ontario and every person who participates in developing Abbott's policies, practices and procedures governing the provision of goods or services to members of the public in Ontario or other third parties in Ontario. Abbott will keep training records.

Any employee that is not clear on the content of the training or how to provide accessible service in general or specific situations may speak with the relevant

AODA Compliance Officer (see Feedback Section) for clarification on how to fulfill their responsibility.

Third party service providers representing Abbott will be expected to comply with the AODA.

9. Feedback

Abbott has a process for receiving and responding to feedback about the manner in which products and services are provided to people with disabilities.

You may provide feedback through any of the following methods:

For our Nutrition and Informatics Divisions:

By phone: 514-832-7000 or 1-800-361-7852 (please ask to be directed to the AODA Compliance Officer)

By mail: 8625 Trans-Canada Highway
Saint-Laurent, Québec, Canada H4S 1Z6

Attention: AODA Compliance Officer

For our Diabetes Care, Diagnostics, Molecular, and Point of Care (sales) Divisions:

By phone: 905-858-2450 or 1-800-387-8378 (please ask to be directed to the AODA Compliance Officer)

By mail: 7115 Millcreek Drive

Mississauga, Ontario, Canada L5N 3R3

Attention: AODA Compliance Officer

For our Vascular Division:

By phone: 905-286-4098 or 1-866-552-5753 (please ask to be directed to the AODA Compliance Officer)

By mail: 6975 Creditview Road - Unit #1
Mississauga, Ontario, Canada L5N 8E9

Attention: AODA Compliance Officer

For our Point of Care Manufacturing Plant:

By phone: 613-688-5949 (please ask to be directed to the AODA Compliance Officer)

By mail: 185 Corkstown Road
Ottawa, Ontario, Canada K2H 8V4

Attention: AODA Compliance Officer

Feedback will also be accepted in a reasonable alternate format, upon request. Abbott will provide a response within a reasonable timeframe. The response will be in a format that takes into account a person's disability. Additional time may be required to communicate using alternate formats.

This accessibility policy and plan outlines the actions that Abbott Laboratories, Limited, Abbott Informatics Canada Inc. and Abbott Point of Care Canada, Limited (collectively "Abbott") have or will put in place to improve opportunities for people with Disabilities (as defined below), both guests and team members. It is adopted to ensure compliance with the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

1. Purpose

The goal of the AODA is to create a more accessible Ontario by identifying, and, to the extent possible, preventing and eliminating barriers experienced by persons with Disabilities.

2. Responsibility

All team members, contractors, agents, volunteers and any other person acting on behalf of Abbott are responsible for complying with this Policy.

3. Definitions

Accessible Format: means formats that are an alternative to standard print and are accessible to persons with Disabilities. Accessible Formats may include, but are not limited to large print, recorded audio and electronic formats and other formats usable by persons with Disabilities in accordance with the AODA.

Accommodation : means the special arrangements made or assistance provided so that persons with Disabilities can participate in the experiences available to persons without Disabilities.

Communication Supports : means supports that persons with Disabilities may need to access information in accordance with the AODA. Communication Supports may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, and other supports that facilitate effective communication.

Disability or Disabilities: means, as defined by the Ontario *Human Rights Code*:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing includes epilepsy, a brain injury, any degree of paralysis, amputation, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

4. Accessible Emergency Information

Abbott is committed to providing guests with publicly available emergency information in an accessible way upon request. We will also provide team members with Disabilities with individualized emergency response information if Abbott is made aware of the need for Accommodation.

5. Training and Records

Abbott will provide training to Ontario team members on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with Disabilities. Training will be provided in a way that best suits the duties of the trainee. Training will be provided to team members, as relevant to their duties, and persons who participate in developing Abbott's policies. Training will be provided as soon as practicable after the trainee is assigned the applicable duties and training will be provided on an ongoing basis in accordance with changes to this policy and its related practices and procedures.

Third party service providers representing Abbott are expected to comply with the AODA.

6. Employment

Abbott is committed to fair and accessible employment practices.

Abbott ensures that job applicants are notified that Accommodation is available on request to persons with Disabilities during the recruitment, assessment, and hiring processes, as well as during the course of employment.

Abbott has developed and implemented a process for developing individual Accommodation plans and return-to-work policies for team members that have been absent due to a Disability.

Upon the request of a team member with a Disability, Abbott will make reasonable efforts to provide or arrange for the provision of Accessible Formats and Communication Supports needed to perform the team member's job, as well as information generally available to other team members.

Abbott ensures that the accessibility needs of team members with Disabilities are taken into account whenever Abbott is using performance management, career management, and redeployment processes.

7. Documentation to be Made Available

This policy is made available to any member of the public upon request. This policy will also be posted on Abbott's website (www.abbott.ca) and/or in conspicuous and high traffic areas of its premises.

8. Accessible Formats

Upon request, Abbott will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with Disabilities that takes into account the person's accessibility needs. Abbott will work collaboratively with the person making the request to determine the suitability of an Accessible Format or Communication Support.

9. Accessibility Plan

Accessible Websites and Web Content

Abbott has taken the appropriate steps to ensure all *new* websites and content on its sites conform to WCAG 2.0, Level A by January 1, 2014. Abbott will also take steps to ensure that *all* internet websites and web content conform with WCAG 2.0 Level AA (except as outlined in the legislation) by January 1, 2021.

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By mail: 7115 Millcreek Drive
Mississauga, Ontario, Canada L5N 3R3

Attention: AODA Compliance Officer

For our Vascular Division:

By phone: 905-305-3300 or 1-866-266-2566 (please ask to be directed to the AODA Compliance Officer)

By mail: 80 Whitehall Drive - Unit 2
Markham, Ontario, Canada L3R 0P3

Attention: AODA Compliance Officer

For our Point of Care Manufacturing Plant:

By phone: 613-688-5949 (please ask to be directed to the AODA Compliance Officer)

By mail: 185 Corkstown Road
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