TITLE: Human Resources – Accessibility for Persons with Disabilities

SCOPE: Medtronic Canada Employees.

PURPOSE: One of the strongest tenets of Medtronic’s mission is to contribute to human welfare by application of biomedical engineering in the research, design, manufacture, and sale of instruments or appliances that alleviate pain, restore health, and extend life. The company also strives without reserve for the greatest possible reliability and quality in our products; to be the unsurpassed standard of comparison and to be recognized as a company of dedication, honesty, integrity, and service.

In fulfillment of this mission, Medtronic is committed to providing products and services in a manner which respects the dignity of all persons including those with disabilities. We are committed to ensuring that excellent service is provided to all customers in a manner which meets their individual needs and will make reasonable efforts to accommodate individuals with disabilities in a way that suits those needs.

The purpose of this policy is to outline resources and capabilities that must be made available to meet the different needs of our customers and to ensure that customers with disabilities are able to access our products and services in the same or a similar way to that of other customers.

RESPONSIBILITY:

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Senior Management and HR</td>
<td>Responsibility for implementation and enforcement of this policy lies with Medtronic Canada and its leadership team, and more specifically with Human Resources. As a company, we commit to ensuring that our policies and practices are consistent with principles of dignity, independence, integration and equal opportunity.</td>
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<tr>
<td>Manager</td>
<td>People managers are responsible for ensuring that all their people are duly trained and are provided any help or coaching relative to the employees’ responsibilities and tools.</td>
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Employees

Employees are responsible to take the eLearning training and ensure that they apply the required skills and tools when necessary in order to offer outstanding service to our customers with disabilities. They must ask their manager for any help or coaching on any of the tools or skills that fall under their responsibility.

PROCEDURE:

Communication Methods:

(i) **Face to Face**: Medtronic offers customers the opportunity to meet face to face at our Brampton or Mississauga locations. We also welcome those individuals who are accompanied by a support person or a service animal.

(ii) **Telephone**: The Company also provides fully accessible telephone services to customers.

(iii) **Assistive Devices**: Medtronic provides the ability for persons with disabilities who use assistive devices to access our premises.

Medtronic will make reasonable efforts to accommodate persons with disabilities to access products and services outside of these methods.

Disruption in Services:

Medtronic will make the best possible effort to notify customers in the event of planned or unexpected disruption in the services or facilities usually accessed by persons with disabilities. Notices will be located at all public entrances to our affected premises and will include information on the reason for the disruption, its expected duration and a description of any alternative services.

Training:

At the implementation of this policy, Medtronic commits to train all its employees and consultants acting on its behalf on how to conduct business with clients or customers with disabilities.

Training for employees hired after implementation will occur within the first 30 days of hire as part of their orientation process and will include the following:

1. An overview of the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 customer service standard

2. Review of Medtronic’s Accessibility Policy

3. Guidelines for interaction and communication with people with various types of disabilities.
4. Interaction with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

5. What to do if a person with a disability is having difficulty in accessing Medtronic’s goods and services

Employees will also be re-trained when changes are made to the Accessibility policy.

**Feedback Process:**

Medtronic’s quality vision is to be the company most trusted to deliver excellence in products, processes, services and relationships. The company welcomes comments on how we’re doing in meeting this goal.

Feedback regarding the delivery of products and services by Medtronic Canada to persons with disabilities can be made in person, by telephone at 1-800-268-5346, in writing to Medtronic Canada, 99 Hereford Street, Brampton, Ontario, L6Y 0R3 or on-line at www.medtronic.ca. Employees may direct our customers to communicate their feedback by any of the above means. Customers may be contacted to discuss their feedback, if deemed appropriate.

**Questions:**

Questions regarding this policy should be directed to Medtronic’s Human Resources Department by telephone at 1-800-268-5346 and asking to speak to a Human Resources Representative.