TITLE: Human Resources – AODA Accessibility Plan and Policies

SCOPE: Medtronic Canada Employees.

PURPOSE: To improve opportunities for people with disabilities within our organization and those with whom we interact externally.

PROCEDURE:

Section 10 (1) of the Ontario Human Rights Code defines “disability” as follows:

“because of disability” means for the reason that the person has or has had, or is believed to have or have had,

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997”

This accessibility plan outlines the policies and actions that Medtronic Canada will put in place to improve opportunities for people with disabilities within our organization and for those persons with whom we interact.

STATEMENT OF COMMITMENT
Medtronic Canada is committed to treating all persons in a way that allows them to maintain their dignity and independence. As a company, we believe in integration and equal opportunity. To demonstrate that belief, we are committed to ensuring our employees have the opportunity to maximize their full potential and that all persons we interact with are treated equally. We are committed to meeting the needs of people with disabilities in an efficient and timely manner and will do so by preventing and removing barriers to
accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation (IASR) and the Accessibility Standards for Customer Service Standard Regulation. We are also committed to complying with the Ontario Human Rights Code pertaining to disability and the duty to accommodate in a way that respects the dignity of persons with disabilities.

**ACCESSIBLE EMERGENCY INFORMATION**
We are committed to providing employees, customers and clients with publicly available emergency information in a way that is accessible upon request. Employees with disabilities will be provided with individualized emergency response information, as necessary.

**TRAINING**
Medtronic Canada will provide training to all employees on Ontario’s accessibility laws and on the Human Rights Code as it relates to persons with disabilities.

By January 1, 2015, the company will take the following steps to ensure employees are trained to meet the requirements of Ontario’s accessibility laws:

1. The content of the current AODA Customer Service Training will be updated with additional accessibility information, including the Human Rights Code and delivered through the company’s online learning tool.
2. Current training policies will be updated to reflect accessibility standards requirements.

**INFORMATION AND COMMUNICATIONS**

As part of its commitment in meeting the communication needs of persons with disabilities, upon request, Medtronic Canada will consult with persons with disabilities to determine their information and communication needs. We will take the following steps to ensure that all new websites and content on these sites conform with WCAG2.0, Level A by January 1, 2014 and WCAG 2.0, Level AA by January 1, 2021.

1. Medtronic Canada websites will be reviewed with internal stakeholders and appropriate changes made as required.
2. Upon request, the company will make reasonable efforts to accommodate requests from persons with disabilities wishing to access information from our sites.

**Feedback Processes**
In accordance with our vision to provide excellent products and services, the company encourages feedback from employees and customers alike. 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.

The company will continue to update its feedback processes as necessary.
Available Public Information
Medtronic Canada commits to making reasonable efforts to ensure that all publicly available information is accessible to persons with disabilities upon request. Persons requiring public information in an accessible format can use any of the following methods for submitting their request:

1. In person
2. By telephone at 1-800-268-5346
3. In writing to Medtronic Canada, 99 Hereford Street, Brampton, Ontario, L6Y 0R3
4. On-line at www.medtronic.ca

EMPLOYMENT
Recruitment
As an Employer of Choice, Medtronic Canada will continue to ensure that our recruiting and employment practices are fair and accessible to diverse candidates, including persons with disabilities. Members of the public and our employees will be notified that, upon request, we will accommodate persons with disabilities during the recruitment, selection and hiring processes. This will be accomplished by indicating in job postings that Medtronic is an employer that embraces diversity and candidates with disabilities will be accommodated during the recruitment process, upon request.

Performance/Talent Management
We recognize the personal worth of all employees and provide an employment framework that allows personal satisfaction in work accomplished, security, advancement opportunity. We will ensure that our performance and talent management systems take the accessibility needs of employees with disabilities into account by openly addressing needs and requirements directly with the employees. Medtronic will ensure employees with disabilities directly participate in any process or change that may impact them.

Individual accommodation Plan/Absences due to disability
Medtronic Canada prides itself on maintaining a comprehensive and progressive health and benefits plan and a process that takes the needs of employees who have been absent from work due to a disability into consideration. Accommodation and return to work plans are developed based on the job requirements and individual employee needs. This will be done in collaboration with the employee’s healthcare provider and the company’s healthcare administrator and will be modified, if necessary, to include information regarding accessible formats and communication supports. We will document the process to outline the steps we will take to facilitate the return to work and continue to update the process from time to time as necessary.

FOR MORE INFORMATION
For more information about this accessibility plan, please contact:
Name: Human Resources Department
Phone: 1-800-268-5346
Email: rs.canhrteam@medtronic.com

Accessible formats of this document are available free upon request by contacting the above.