

ACCOMMODATION POLICY

Policy Applies To: All Baxter Canada Locations

Policy Date: July 2007

Revision Date: December 2022

Purpose

Baxter is committed to creating and maintaining a barrier-free environment for all employees and customers. The Accommodation Policy provides guidance on how Baxter will achieve these goals.

Eligibility

This Policy applies broadly to all employees, candidates, visitors, and customers of Baxter.

Definitions

Accommodation: is a measure taken to alter or eliminate a policy, practice or physical feature of the worksite, which has or may have an adverse impact on individuals protected under the Human Rights legislation in the applicable province.

Assistive Device: is any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

Disability:

- 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,
- A condition of mental impairment, mental disorder, 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,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the worker's compensation legislation of the applicable province.

Service Animal: An animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides documentation from a regulated health professional confirming that the person requires the service animal for reasons relating to the disability.

Support Person: means a person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

Use of Assistive Devices, Service Animals, and Support Persons

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Persons with a disability are permitted, where possible, to use their own:

- Assistive Device
- Service Animal
- Support Person

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device, Baxter will first endeavour to remove that barrier. If Baxter is not able to remove the barrier, Baxter will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. Baxter will make best efforts to provide an alternative means of assistance to the individual with a disability.

The Assistive Devices Program (ADP), supported by the Ontario Ministry of Health and Long Term Care, provides funding to Ontario residents who have long-term physical disabilities and to provide access to personalized assistive devices appropriate for the individual's basic needs.

The ADP covers up to 75% cost of the assistive device. In most cases the employee pays a share of the cost at the time of the purchase, and vendor may bill the remaining amount to ADP. The employee share can be borne through the benefit plan (with Manulife) chosen by the employee.

For more information pertaining to the ADP please visit the ADP website:

<http://www.health.gov.on.ca/en/public/programs/adp/default.aspx>

In certain cases, Baxter may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person or others on the premises. In order to determine whether a Support Person is necessary, Baxter will:

- Consult with the person with the disability to understand their needs;
- Consider health and safety reasons based on available evidence;
- Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

Baxter provides automatic door openers placed at the entrance and exit of most doors and washrooms, as well as elevators.

Responsibilities

Overall responsibility for implementing this Policy rests with Baxter. Baxter will advise individuals about their right to accommodation and assist the individual in identifying the most suitable accommodation.

Baxter will make all reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its goods and services to people with disabilities are consistent with the following principles: dignity, equality of opportunity, integration and independence, as set out in the Accessibility for Ontarians with Disabilities Act (AODA).

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Monitoring and Review

Human Resources will monitor all requests for accommodation to ensure the Policy has been implemented correctly and is being maintained.

Baxter will review this Policy on a regular basis and will make revisions as necessary and as legally required.

Confidentiality

All documents relating to specific requests for accommodation will be kept confidential and will only be disclosed with the express consent of the employee, candidate, visitor or customer. No documentation with regards to accommodation will be kept in the employee's file.

Accommodating Employees & Candidates

Baxter will advise employees and candidates about their right to accommodation and assist the employee in identifying the most suitable accommodation.

There is, however, a shared responsibility for ensuring that accommodation needs are identified. The employee and candidate have a responsibility to make a request for accommodation including to assist in identifying, where possible, the types of accommodation he or she considers appropriate.

Procedure

Accommodating Employees and Candidates

Procedure for Employee's and Candidate's:

The onus for initiating the accommodation request rests with the employee or candidate who requires the accommodation.

The employee or candidate requiring accommodation will:

- make the request to her/his immediate manager, recruiter, or to Human Resources, whichever is appropriate in the circumstances;
- assist in identifying the type of accommodation required, if possible;
- participate and cooperate to facilitate the accommodation; and
- provide the necessary documentation to support the request.

An employee or candidate requesting an accommodation is expected to be reasonable in responding to proposals put forward by Baxter.

Procedure for Baxter:

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Managers: Upon receipt of a request for accommodation, the manager will:

- Identify accommodation options appropriate to that employee
- Work in close cooperation with the employee and Human Resources
- Participate and cooperate to facilitate the accommodation

Human Resources: Upon receipt of a request for accommodation, Human Resources will:

- Work with the employee to ascertain accommodation required
- Seek the advice of a specialist, with the employee's consent, where the request involves issues outside the expertise of Baxter
- Request relevant documentation from the employee to support the need for accommodation

Recruiter: Upon receipt of a request for accommodation, the Recruiter will:

- Identify accommodation options appropriate to that candidate
- Work in close cooperation with the candidate and Human Resources, if applicable
- Participate and cooperate to facilitate the accommodation

Baxter: Upon receipt of a request for accommodation, Baxter will:

- Make available the resources necessary for implementing the Policy
- Participate and cooperate with all parties to facilitate the accommodation while respecting the dignity of the individual
- Provide accommodation to the point of undue hardship

Undue Hardship

Accommodation will generally be provided up to the point of undue hardship. Undue hardship is determined on a case-by-case basis. Factors that constitute or may contribute to undue hardship include but are not limited to: insupportable costs, substantial disruptions of operations, and health and safety considerations. If any of these or other applicable factors create a burden which cannot be reasonably borne by Baxter, the obligation to accommodate to the point of undue hardship will have been satisfied.

Appeal

Should an accommodation request be denied or an alternative offered, the employee or candidate requesting the accommodation will be informed of:

- The reasons for the decision
- The right to request a review of the decision

The employee or candidate may submit a written request for reconsideration to the Director, Human Resources.

Accessibility for Customers

While Baxter is committed to the accessible delivery of its goods and services to people with

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disabilities throughout its Canadian operations, the specific requirements of this section apply only to its Ontario based operations and employees.

Baxter, and specifically the Human Resources Department, will be responsible for ensuring its goods and services offered in the province of Ontario are delivered to the public and third parties, in accordance with the AODA and the Standards included under it.

Communication

Baxter strives to communicate with persons with a disability in a manner that takes into account the disability. Baxter recognizes that flexibility in the means of communication is key to achieving this goal.

Baxter commits to ensuring that all individuals who, on behalf of Baxter, deal with members of the public or other third parties receive training on how to interact and communicate with people with various types of disabilities.

Emergency Evacuation

When requesting accommodation, the person must specify that assistance is required in order to ensure safety during an emergency evacuation. A tailored evacuation plan will then be provided and documented as part of the fire safety plan to ensure emergency services have up to date information.

Notice of Temporary Disruptions

Baxter will notify customers if there is a planned or unexpected disruption of a facility or service, that people with a disability use, to access our goods and services. The notice will be posted on our website www.baxter.ca and will be communicated via our staff and reception.

The notice will include the following information:

- That a facility or service is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternative facilities or services, if available

Training

Baxter will ensure that training has been provided as required under the AODA to all Ontario based employees across all facilities.

Training will be provided to all new hires during new employee orientation. If an existing employee relocates to Ontario, the training will be administered as soon as possible after the relocation.

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Training will include:

- A review of the purpose of the AODA and its requirements
- Instruction on how to interact and communicate with people who:
 - have various types of disabilities
 - use assistive devices
 - have a guide dog or other service animal
 - are accompanied by a support person when you are providing service to them
- What to do if a person with a disability is having difficulty accessing our premises and/or services

Training will also be provided on an ongoing basis in connection with changes to Baxter's policies, practices and procedures governing the provision of goods or services to persons with disabilities.

All training records will be tracked and managed through ISOtrain. Records will include: employee name, employee ID, and the date the training was completed.

Feedback

Baxter welcomes and appreciates feedback regarding the manner in which it provides service to persons with disabilities. Information regarding how feedback can be provided is available through Baxter's website: www.baxter.ca via the "contact us" link. Alternatively feedback can also be provided to reception at:

7125 Mississauga Rd
Mississauga, ON, L5N 0C2

Baxter will make best efforts to respond within two (2) weeks if a complaint is received regarding the manner in which it provides goods and services to people with disabilities.

However, in certain circumstances Baxter may be required to take more action to effectively address the complaint including but not limited to conducting an internal investigation and/or a review of Baxter's policies, practices and procedures. In such circumstances the customer will receive an acknowledgement that the complaint has been received within two (2) weeks and Baxter will respond to the complaint as soon as is practicable thereafter.

Alternative methods of providing and responding to feedback including accessible formats and communication supports can be arranged upon request.

Documentation

The section of the Policy entitled "Accessibility for Customers" and any related practices and protocols will be made available to any member of the public upon request.

Baxter will, wherever possible, provide documents, or the information contained in documents, as requested, to a person with a disability in a format that takes the person's disability into account.

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Multi-Year Accessibility Plan

Baxter has a [Multi-Year Accessibility Plan](#) in place that sets out the steps we are taking in order to comply with accessibility laws in Ontario and to prevent and remove accessibility barriers.

Note: This policy can be provided in an accessible format upon request.