	SBP Title:	Accessibility Policy
	Document Number:	OCI-POL-002
	Effective Date:	February 11, 2015
	Version:	1

1.0 STATEMENT AND SCOPE OF COMMITMENT

Olympus Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to breaking down barriers and increasing accessibility for persons with disabilities in areas of customer service, information and communications, and employment, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, ("AODA").

Olympus Canada will develop and maintain an accessibility plan outlining the company's strategy to improve opportunities and accessibility for persons with disabilities.

2.0 ACCESSIBLE CUSTOMER SERVICE

Olympus Canada will ensure all customers receive the same value and service quality, and employees will respectfully communicate with all customers, taking into account the customers' disabilities including to work at the customers' own pace and with the customers' individual needs, as long as this does not present a safety risk.

Assistive Devices

Assistive devices may be used by our customers to access Olympus Canada's goods and services, and customers may contact Reception for additional assistance.

Service Animals

Persons with disabilities may enter any Olympus Canada premises accompanied by a service animal unless otherwise excluded by law. While visiting Olympus Canada, it is the responsibility of the person with the service animal to control the animal at all times.

If the service animal is excluded by law, or if a health and safety concern presents itself, Olympus Canada will offer alternative methods to enable the person with a disability to access goods and services, when possible.

Support Persons

Customers with a disability may be accompanied by a support person.

Service Disruptions

In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Olympus Canada's goods or services, reasonable efforts will be made to provide advance notice. However, in all situations of disruptions in service, customers will be notified. Notification will include the reasons for the disruption, its anticipated duration, and a description of any available alternative facilities or services.


3.0 INTEGRATED ACCESSIBILITY STANDARDS

Information and Communications

Olympus Canada will provide customers and clients with emergency procedures and public safety information in an accessible format with appropriate communication supports, as soon as practicable, upon request

Olympus Canada will ensure that all internet websites, including web content, conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, except where this is impractical.

An internal referral process will be put into place for fulfilling the accessible format request.

	SBP Title:	Accessibility Policy
	Document Number:	OCI-POL-002
	Effective Date:	February 11, 2015
	Version:	1

Employment

Olympus Canada is committed to fair and accessible employment practices. Olympus Canada will identify and take any necessary steps to prevent and remove other accessibility barriers affecting employment.

Recruitment

Olympus Canada will accommodate people with disabilities during the recruitment, assessment, and hiring processes and during employment. Current recruitment policies, job descriptions, processes, and communications will be reviewed and amended as necessary.

Individual Accommodation Plans

Olympus Canada will put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Performance Management

Olympus Canada will review performance management, career development, and re-deployment processes, and amend them as required to ensure the accessibility needs of employees with disabilities are taken into account in connection with these processes.

Workplace Emergency Response Information

Olympus Canada will provide individualized workplace emergency response information to employees who have a disability when necessary.

4.0 TRAINING

All employees, volunteers, agents and/or contractors, new and existing, will receive training to achieve the goals of Olympus Canada's accessibility policies. They will also receive training on the requirements of AODA and the *Human Right Code* as it relates to persons with disabilities. Training will be provided in a way that best suits the duties of employees and other members of the Olympus team. Training will be provided on an ongoing basis for any changes to the policies, practices, and procedures governing the accessibility.

5.0 ADMINISTRATION

Olympus Canada will post notice of the availability of its accessibility policies in its Ontario, Canada site and on its website. Documents related to this policy will be available upon request and in a format that takes into account the requester's disability.


Any questions or concerns about this policy or its related procedures or for more information on Olympus Canada's accessibility plan, should be directed to the OCI Joint Health and Safety Committee or Human Resources at:

- By telephone at: (289) 269-0100 (Ext. 0 for Reception)
- By regular mail at 25 Leek Crescent, Richmond Hill, Ontario L4B 4B3
- By e-mail at: jointhealthandsafetycommittee@olympus.com

Persons that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Referenced Documents

	SBP Title:	Accessibility Policy
	Document Number:	OCI-POL-002
	Effective Date:	February 11, 2015
	Version:	1

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards, Ontario Regulation 191/11
- Ontario Human Rights Code, 1990