

Scope: Teva Canada Employees (All Canada)

Location: Canada

Effective: May 1, 2021

Owner: Human Resources

## AODA Multi-Year Accessibility Plan

### Purpose

The Multi-Year Accessibility Plan outlines Teva's strategy to meet its requirements under the Accessibility for Ontarians With Disabilities Act, 2005, and the Integrated Accessibility Standards (Ontario Regulation 191/11) (AODA). This Multi-year accessibility plan outlines the policies and actions that Teva Canada put into place to improve opportunities for people with disabilities. The multi-year plan will be reviewed every 5 years and updated regularly to ensure that our organization meets the requirements.

### Statement of Commitment

Teva Canada is committed to treating all people with respect, and in a manner that allows them to maintain their dignity and independence. Teva Canada believes in inclusiveness and equal opportunity, and is committed to meeting the needs of people with Disabilities in a supportive and timely manner. Teva Canada will prevent and remove barriers to Accessibility for all Canadian employees and meet Accessibility requirements under AODA and equivalent legislation in other jurisdictions, where applicable.

Initiative	Requirement Outlined in the Act	Teva Actions/Implementation	Status	Compliance Date
Establishment of accessibility Customer Service Policy	Establish and document policies, practices and procedures for the provision of services to people with disabilities	Post an Accessible Customer Service Policy on the Teva Corporate website.	Compliant	January 1, 2012
Customer Service Training	Establish a Customer Service training program for Ontario employees as well as those involved in the development and application of policies and procedures for the provision of our legal services.	All Ontario employees required to complete e-learning module on AODA, Customer Service Standard and Teva's Accessible Customer Service Policy. In addition, new Ontario employees will be required to complete this e-learning module as part of their onboarding. Teva will also ensure that anyone providing goods, services and facilities on its behalf is trained on the AODA and Customer Service Standard, as well as Teva's Accessible Customer Service Policy. In addition, an electronic record of the training provided will be maintained.	Compliant	January 1, 2012
Customer Service Feedback	Establish a feedback process about the manner of providing goods, services and facilities to persons with disabilities.	Teva has established and implemented the use of customer feedback channels.	Compliant	January 1, 2012
Temporary Disruptions	Establish procedures to notify the public regarding temporary disruptions to facilities.	A notification process is in place for temporary disruptions and will be communicated using a method that is reasonable in the circumstances by the head office-building owner.	Compliant	January 1, 2012
Availability of Documents	Notice of Availability of Documents and Format of Documents.	Teva will provide documents in different formats as applicable based upon request.	Compliant	January 1, 2012
Establishment of	3. (1) Every obligated organization shall develop, implement and	Teva has developed and implemented policies governing	Compliant	January 1,

Accessibility Policies	maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation.	how it achieves accessibility and meets its legal requirements.		2014
Accessibility Plan	4. (1) Large organizations shall, a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) Review and update the Accessibility Plan at least once every five years.	A multi-year plan will be developed to outline our strategy to prevent and remove barriers and meet the requirements of the Accessibility Act and Regulations. A schedule for update and review of the plan will be established. Teva posted the accessibility plans on its internal and external website in an accessible format. Teva will review and update the Accessibility Plan next in May 2021 and every 5 years thereafter.	Compliant	January 1, 2014 Updated May 1, 2021
Training	7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities to, all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.	All Teva employees and contractors receive training on accessibility standards as it relates to accessibility standards	Compliant	January 1, 2015
Accessible Websites & Web Content	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Teva will continue to make its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	Compliant	January 1, 2014 (WCAG 2.0 Level A) Pending (Level AA for January 1st, 2021)
Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to person with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Teva will review all current processes for receiving and responding to feedback and update them to improve communications with persons with disabilities.	Compliant	January 1, 2015
Accessible Formats & Communication Supports	12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, In a timely manner that takes into account the person's accessibility needs due to disability; and At a cost that is no more than the regular cost charged to other persons.	Upon request, Teva will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost.	Compliant	January 1, 2016
	12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Teva consults with any employees requesting accessible format or communication support in a timely manner.	Compliant	January 1, 2016
	12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Teva's AODA policy provides this information. This policy is posted on Teva's website; internal and external. This is also communicated to all applicants during the hiring	Compliant	January 1, 2016

		process.		
	12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Teva's AODA policy provides this information. This policy is posted on Teva's website; internal and external. This is also communicated to all applicants during the hiring process.	Compliant	January 1, 2016
Workplace Emergency Response Information	27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Teva supports this requirement on an as needed basis.	Compliant	January 1, 2012
	27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent the employers shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	With employee`s consent, information is provided to the Emergency Response Staff assigned to the person requesting assistance. In the event that the assigned Emergency Response Staff is not available during the time of the incident, the person requiring assistance will identify themselves to the fire warden, manager, or any other employee in the area so an Emergency Response Staff can be assigned and assist the employee.	Compliant	January 1, 2012
	27. (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Teva provides the information required as soon as it becomes aware of the need for accommodation due to the employee's disability	Compliant	January 1, 2012
	27. (4) Every employer shall review the individualized workplace emergency response information, when the employee moves to a different location in the organization; When the employee's overall accommodations needs or plans are reviewed; and When the employer reviews its general emergency response policies.	Teva supports this requirement on an as needed basis.	Compliant	January 1, 2012
Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Teva notifies employees and the public about the availability of accommodation for applicants with disabilities by including a statement in internal and external job postings.	Compliant	January 1, 2016
Recruitment, Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Teva continues encourage people with disabilities to participate fully in all aspects of the organization by notifying successful applicants of the Accessibility policies in place at Teva.	Compliant	January 1, 2016
	23. (2) If a selected applicant requests an accommodation, the employer consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Teva will consult with applicants and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Compliant	January 1, 2016
Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Teva verbally notifies successful applicants regarding its policies for accommodating employees with disabilities when making offers of employment	Compliant	January 1, 2016
Informing Employees of Supports	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies, on the provision of job accommodations that take into account	All employees have been informed of our policies pertaining to job accommodations.	Compliant	January 1, 2016

	an employee's accessibility needs due to disability.			
	25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Teva provides information required under this act to new hires during the onboarding process.	Compliant	January 1, 2016
	25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policy on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Upon a change to an existing policy, Teva will take into account an employee's accessibility needs.	Compliant	January 1, 2016
Accessible Formats & Communication Supports for Employees	26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) Information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace.	Teva supports this requirement on an as needed basis.	Compliant	January 1, 2016
	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Teva supports this requirement on an as needed basis.	Compliant	January 1, 2016
Documented Individual Accommodation Plans	28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Teva has developed and implemented a process for Individual Accommodation Plans for employees with disabilities.	Compliant	January 1, 2016
	28. (2) The process for the development of documented individual accommodation plans shall include the following elements: The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.  The steps taken to protect the privacy of the employee's personal information. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	Teva has a step by step process documentation plan that outlines all the elements required under the regulation.	Compliant	January 1, 2016

Return to Work Process	<p>29. (1) Every employer, other than an employer that is a small organization, (a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.</p> <p>29. (2) The return to work process shall, Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and Use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>Teva has a documented a return to work process in place.</p> <p>Teva's return to work process outlines the steps it will take to facilitate the return to work of employees absent due to disability or a disability related leave.</p> <p>The Return to Work Process does not replace or override any other return to work process required by other statute.</p>	Compliant	January 1, 2016
Performance Management	<p>30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disability.</p>	<p>Teva takes into consideration employees with disabilities, as well as individual accommodation plans during the performance review and management process.</p>	Compliant	January 1, 2016
Career Development & Advancement	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career advancement to its employees with disabilities.</p>	<p>Teva takes into consideration employees with disabilities, as well as individual accommodation plans during the career development and advancement review and management process</p>	Compliant	January 1, 2016
Redeployment	<p>31. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities.</p>	<p>Teva takes into consideration employees with disabilities, as well as individual accommodation plans during the deployment process.</p>	Compliant	January 1, 2016
Waiting Area	<p>80.43 (1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space</p>	<p>Teva has taken into consideration accessible seating space in the waiting area, and will continue to keep it accessible.</p>	Compliant	January 1, 2017
	<p>(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.</p>	<p>Teva has and will continue to provide accessible seating space in the seating area where an individual using a mobility aid can wait.</p>		