

## **Statement of Commitment to Creating and Maintaining Accessibility and an Accessible Environment**

Bayer Inc. (“Bayer”) is committed to providing an accessible environment that respects the dignity and independence of people with disabilities. This includes creating and fostering an inclusive environment that is considerate and accommodating for all individuals. In working towards its goals under this Statement of Commitment, Bayer is committed to becoming a barrier free environment and meeting the requirements of all applicable legislation and its own policies.

### **Definitions**

#### **Disability**

In accordance with human rights legislation, a disability is defined as follows:

- a) Any degree of physical disability, infirmity, malformation or disfiguration caused by bodily injury, birth defect or illness and includes but is not limited to:
  - Diabetes mellitus;
  - Epilepsy;
  - A brain injury;
  - Any degree of paralysis;
  - Amputation;
  - Lack of physical coordination;
  - Blindness or visual impediment;
  - Deafness or hearing impediment;
  - Muteness or speech impediment; and
  - Physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under a provincial insurance plan.

## **Barrier**

A barrier is anything that prevents a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength);
- Architectural barriers (e.g. a hallway or door that is too narrow for a wheelchair or scooter);
- Information or communication barriers (e.g. a publication that is not available in large print);
- Attitudinal barriers (e.g. assuming people with a disability cannot perform a certain task when in fact they can or ignoring a customer in a wheelchair);
- Technological barriers (e.g. a website that is not accessible for people who require the use of screen readers); and
- Barriers created by policies or practices (e.g. not allowing animals on the premises, excluding or removing individuals who require the use of service animals).

## **Description**

Bayer is committed to reducing/eliminating barriers in its environment for staff, clients and customers with disabilities as well as providing services to these individuals in accordance with the requirements of all applicable legislation.

To achieve this goal, Bayer will endeavour to take the following steps:

- 1) Identification of barriers;
- 2) Removal of identified barriers;
- 3) Prevention of barriers;
- 4) Increase awareness of accessibility initiatives to all employees;
- 5) Promotion of compliance policies and procedures with respect to accessibility.

## **Current Associated Policies**

1. Customer Service Policy
2. Integrated Accessibility Standards Regulation (IASR)

# Customer Service Policy

## Purpose

Bayer's Statement of Commitment applies to all staff, volunteers and third party contractors who deal with the public on behalf of Bayer.

Bayer is committed to, and will work to improve access and opportunity for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the services. Should there be any unexpected accommodations that need to be made to allow an individual access to our environment, Bayer will make the necessary provisions to allow access.

## Policy

### Customer Service Philosophy

Bayer's goal is to deliver exceptional customer service that meets and exceeds customer expectations. We endeavour to service our customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers the opportunity to access and benefit from our goods and services.

### Guiding Principles

The following guiding principles clarify expected attitudes and behaviours in daily work life with customers and each other:

- **Respect:** demonstrate honesty, integrity and belief in people.
- **Ownership:** be accountable for creating an environment that contributes to the success of our customers and each other.
- **Collaboration:** work together for a common purpose.
- **Continuous Improvement:** be committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

### Providing Goods and Services to People with Disabilities

Bayer is committed to excellence in serving all customers by removing barriers that might arise in the course of doing business as follows:

- **Communication:** If requested, we will communicate with customers in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- **Telephone Services:** We are committed to providing fully accessible telephone interface to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly if required. If requested, we will communicate with customers using email if telephone communication is not suitable to their communication needs or is not available.
- **Assistive Devices:** We are committed to serving customers who use assistive devices. Bayer offers other measures that may assist our customers while on site and we will ensure that our staff is familiar with the various assistive devices that may be used including: elevators, wheelchair ramps and automatic doors.
- **Billing:** We are committed to providing accessible invoices to all of our customers.
- **Documentation:** All published documents can be made available in alternative formats if requested.

### **Service Animals**

Bayer staff, volunteers and third party contractors will accommodate persons with disabilities who are accompanied by service animals when accessing our services and facilities, with the exception of areas restricted to animals under applicable legislation, i.e., the laboratory environments. In cases where service animals are excluded from the premises by law, Bayer will provide an alternative assistive device for people relying on service animals.

### **Support Persons**

Where a person with a disability is accompanied by a support person, Bayer staff, volunteers and third party contractors will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

### **Notice of Temporary Disruption**

Bayer will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

### **Training of Staff**

Bayer will provide training to all staff about the provision of its goods and services to persons with disabilities. Bayer will confirm that the staff of any third parties acting on their behalf, have received training on serving our customers with disabilities. New staff will be trained as part of their on-boarding orientation.

Training will cover the following:

- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any of Bayer's assistive devices.
- What to do if a person with a disability is having difficulty accessing Bayer's goods and services.
- Bayer's policy, practice and procedures relating to the Customer Service Policy.

Ongoing training will be provided to all staff with respect to any changes to Bayer policies, practices and procedures.

### **Emergency Procedures, Plans or Public Safety Information**

In preparing emergency procedures, plans and/or public safety information documents, Bayer will ensure that all documents that are offered to the public shall be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **Workplace Emergency Response Information**

Should any employee at Bayer with a disability, whether permanent or temporary, require a personalized workplace emergency response plan, Bayer will create such a plan as soon as the information is provided from the employee.

This information shall be reviewed:

- If the employee moves to a different location in the organization;
- If the employee's overall accommodation needs or plans may change; and
- When Bayer reviews its general emergency response policies.

### **Communication and Feedback Process**

Documentation that describes our accessibility commitments will be maintained on Bayer's website and provided to customers, upon request, in the appropriate format.

Comments on our services and how well those expectations are being met are welcome and appreciated. Bayer will thoroughly review all feedback and investigate its relevance to our Customer Service Policy and to our accessibility commitments.

Feedback regarding the way in which Bayer provides goods and services to persons with disabilities can be shared through our website, by email, verbally or in written format.

# **Integrated Accessibility Standards (IASR) Regulation**

## **Purpose**

The purpose of this policy is to set out the requirements of the Integrated Accessibility Standards which reflects a number of accessibility standards that organizations, including Bayer, are required to meet.

This document has been organized into the following sections:

- Part I            General Requirements and Accessibility Plan**
- Part II           Accessible Information and Communications Standards**
- Part III          Employment Accessibility Standards**
- Part IV          Design of Public Spaces Standard**

This document shall be made publicly available and will be provided in an accessible format upon request as soon as practicable.

## **Policy**

### **Integrated Accessibility Standard Philosophy**

Bayer is committed to meeting the objectives and requirements of the Integrated Accessibility Standards (IASR) under the applicable legislation; and, the accessibility needs of persons with disabilities with respect to Bayer's programs, services and facilities in a timely manner.

### **Guiding Principles**

#### ***Part I – General Requirements and Accessibility Plan***

##### **Accessibility Plan**

Bayer will establish, implement, maintain and document a Multi-Year Accessibility Plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. The Multi-Year Accessibility Plan will outline strategies and timeframes which Bayer will implement to remove barriers (physical, attitudinal, architectural and technological) and ensure a safe environment for both customers and employees.

The Multi-Year Accessibility Plan will be:

- Posted on Bayer's website and be provided in an accessible format, upon request, as soon as is practicable; and,
- Reviewed and updated at least once every five years.

### **Annual Status Reports**

Bayer will prepare an annual status report on the progress of measures taken to implement the Multi-Year Accessibility Plan. The status report will be posted on Bayer's website and be provided in an accessible format, upon request, as soon as is practicable.

### **Training**

Bayer will ensure that the following persons have been trained on the requirements of the IASR and the Human Rights Code, as it pertains to persons with disabilities:

- Employees;
- Individuals completing a practicum, co-op or placement as part of an academic program;
- Contractors and agents who provide goods and services on behalf of Bayer;
- Volunteers; and
- Persons who participate in developing the organization's policies.

## ***Part II – Accessible information and Communications Standards***

### **Feedback**

Bayer will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

### **Accessible formats and communication supports**

Bayer will provide accessible formats and communication supports for persons with disabilities:

- In a timely manner that take into account the persons accessibility needs; and
- At a cost that is no more than the regular cost charged to other persons.

## **Emergency Procedures, Plans and Public Safety Information**

Emergency procedures, plans and public safety information, that are publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

### ***Part III – Employment Accessibility Standards***

#### **Application**

The requirements set out in the Employment Accessibility Standards section of Bayer's Integrated Accessibility Policy applies only to employees of Bayer. They do not apply to volunteers or other non-paid individuals.

#### **Definitions**

**Performance management** means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

**Career development and advancement** includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

**Redeployment** means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

#### **Recruitment**

Bayer shall do the following:

- Notify its employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.
- Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available, in relation to the materials or processes to be used.
- Consult with the applicant to provide or arrange for the provision of suitable accommodation that takes into account the applicant's accessibility needs.



## ***Employment Guidelines and Procedures***

### **Notice to Successful Applicants**

When making offers of employment, Bayer will notify the successful applicant of its policy for accommodating employees with disabilities.

### **Informing Employees of Support**

Bayer shall inform employees of its policies used to support its employees with disabilities including those on the provision of job accommodations that take into account an employee's accessibility needs.

This information will be provided to new employees as soon as is practicable after they begin their employment with Bayer.

Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodations.

### **Accessible Formats and Communication Supports for Employees**

When requested by an employee, Bayer will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employee's job, as well as provide information generally available to employees in the workplace.

### **Workplace Emergency Response Information**

Bayer will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Bayer has been made aware of the need for accommodation due to the employee's disability.

Individualized workplace emergency response information will be reviewed when an employee move to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when Bayer reviews its general emergency response policies.

### **Documented Individual Accommodation Plans**

Bayer shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

### **Return to Work**

Bayer shall develop, document and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

## **Performance Management, Career Development and Advancement, and Redeployment**

Bayer shall take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes, when providing career development and advancement opportunities and when considering redeployment of employees with disabilities.

### ***Part IV – Design of Public Spaces Standard***

In accordance with this Standard, should Bayer build new or make any major changes to the following, they shall do so in accordance to the accessibility standards under the Design of Public Spaces Standard.

- Outdoor public eating areas;
- Exterior paths of Travel
  - Outdoor sidewalks and walkways;
  - Ramps;
  - Stairs; and
  - Curb ramps
- Parking; and
- Service Counters, Queuing Guides and Waiting areas

Bayer will ensure that all accessible public spaces are maintained and remain barrier free

### **Questions Concerning These Policies**

Any questions about this policy should be referred to:

Bayer Inc.  
Attention: Communications  
77 Belfield Road  
Toronto, Ontario, M9W 1G6  
Telephone: (416) 248-0771 or 1-800-622-2937  
Email: [contactbayer@bayer.com](mailto:contactbayer@bayer.com)