

# Accessibility Plan

Draeger Safety Canada Limited and Draeger Medical Canada Inc.

*“Everything we do, we do with passion – and we do it for life.”*

Stefan Dräger, Executive Board Chairman

Draeger Safety Canada Limited (DSCL) and Draeger Medical Canada Inc. (DMCI) are committed to ensuring equal access and participation for people with disabilities. It is our commitment to treat people with disabilities in a way that dignifies them and enables them to maintain their independence. We believe in integrating all members of society and strongly strive to promptly meet the needs of people with disabilities. To do so, we will eliminate and prevent barriers to accessibility and adhere to our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

## Introduction

As an international leader in medical and safety technology, Dräger develops innovative equipment and solutions people the world over trust. No matter where Dräger products are used: it’s always about life. Whether for use in clinical, industrial, or mining applications, in firefighting or rescue services, Dräger products protect, support, and save lives.

“Technology for Life” means more than merely guaranteeing technical excellence. It means assuming responsibility for the lives of those who use our products and depend on them. Technology for Life is our guiding principle and the central challenge that we draw on for inspiration and motivation. And we’ve developed our corporate culture and core strengths accordingly: customer intimacy, employees, innovation, and quality.

Draeger strives to meet the needs of our employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the

steps DMCI & DSCL are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how DMCI & DSCL will play its role in making Ontario an accessible province for all Ontarians.

As part of Draeger's commitment to meeting the needs of people with disabilities, we have ensured that all our employees have been trained on accessibility requirements that apply to their job duties. Such training is a standard part of our orientation process that all employees go through upon joining the company.

Our facilities at our head office in Mississauga also boast accessibility features that enable all visitors access and move around the building with ease. These include accessibility parking spots, wide and wheelchair-friendly doors and washrooms, wide corridors and hallways, convenient amenities, large conference rooms and a well-designed, comprehensive showroom located on the ground floor of the building.

We believe that there is always room for improvement and to that end we are always seeking new ways to further meet the accessibility needs of all our customers and employees. We will continue to build awareness of the various kinds of disabilities people face and ways that we can eliminate any barriers to accessing our services and communicating with us in ways that espouse the accessibility values of dignity, independence, integration, and equal opportunity.

This accessibility plan will highlight our initiatives for the next few years including the design and implementation of a structured feedback system that attracts the comments and suggestions of our customers and employees with disabilities regarding their experiences communicating with us and their dealings from an accessibility point of view. It will also reiterate our accessibility-centric values such as allowing support persons, support animals, use of assistive devices, prompt advisories should any of our accessible services become temporarily unavailable and remedial options to be used in such situations.

For more information about Ontario's Customer Service Standard, visit [ontario.ca/accessibility](https://ontario.ca/accessibility).

## **Strategies and Actions**

This section will identify the projects and programs Draeger will continue to implement between now and 2028 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

### **Customer Service, Information and Communications**

DMCI & DSCL are committed to providing accessible customer service to people with disabilities. We are also committed to making our information and communications accessible to people with disabilities. To that end, we will provide goods and services to people with disabilities with the same high quality and timeliness as others as per our Customer Service Policy.

- We will provide accessible formats of instructions and product information for customers with disabilities, including accessible audio formats, large print, accessible HTML and Microsoft Word formats and other forms, on demand as needed
- We will ensure that our contact information is provided publicly to enable customers with disabilities to request special accessible service and assistance
- We will continue to encourage persons with disabilities to provide feedback and comments on their experience dealing with us and accessing information by email, phone, or in-person, including “Contact Us” on the external Draeger Canada website and our external North America Career site.
- We are in the process of creating accessible formats of instructions and product information for customers with disabilities, including accessible audio formats, large print, accessible HTML and Microsoft Word format and provide these to persons with disabilities on demand. All advisories distributed to customers will include accessible options and contact information for persons with disabilities to request additional accessible formats
- We will ensure that company communications are available in an accessible format to future employees with disabilities.

### **Employment**

Draeger Canada welcomes and encourages applications from people with disabilities. We are committed to accommodating the needs of people with disabilities and providing a workplace and recruitment process that is inclusive and accessible to all. DMCI & DSCL are committed to fair and accessible employment practices, including:

- Ensuring we have fully accessible versions of all company-related information and job applications and to make these available to candidates in a timely manner upon request

- Ensuring accommodations are available on request for applicants in all aspects of the recruitment process
- Continually seeking ways to attract candidates with disabilities in all our recruitment efforts

### **Training**

DMCI & DSCL are committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- All our Ontario employees have been trained on how to appropriately provide service to customers with disabilities. Such training is comprehensive and includes training on various accessible formats and the specific ways in which such formats meet the needs of persons with disabilities. We will continue to administer such training for new hires on an ongoing basis.
- It is also our goal to continually adjust our training offerings in line with any policy or procedure changes concerning providing goods or services to people with disabilities

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (entrances, exits and washrooms) Draeger Canada will notify customers promptly of this disruption. This clearly worded Notice of Disruption will include information about the reason for the disruption, its anticipated length of time, and a description of alternate facilities or services, if available.

This Notice will be posted in our business in a public place likely to be seen by all there.

### **For More Information**

For more information on this accessibility plan, please contact Anna Phillips, HR Director at 905-212-6553 or at [anna.phillips@draeger.com](mailto:anna.phillips@draeger.com) or Jasmine D'Silva, HR Generalist at 905-212-6537 or [jasmine.dsilva@draeger.com](mailto:jasmine.dsilva@draeger.com).

Standard and accessible formats of this document are free upon request to the HR contacts listed above.