

Accessibility Plan and Policies

The Johnson & Johnson Family of Companies in Canada

Accessibility Plan and Policies for the Johnson & Johnson Family of Companies in Canada.

This 2021-2026 Accessibility Plan outlines the policies and actions the Johnson & Johnson Family of Companies in Canada (“Johnson & Johnson Canada”) will put in place to improve opportunities and accessibility for people with disabilities. This plan and the policies will be reviewed and updated periodically to ensure accuracy and alignment with current compliance standards.

Statement of Commitment

Johnson & Johnson Canada is committed to meeting the needs of people with disabilities through Our Credo based culture, which states our commitment that *‘everyone must be considered as an individual...and there must be equal opportunity for employment, development and advancement for those qualified.’* We will deliver on this commitment by identifying, preventing and removing barriers to accessibility in a timely manner and in a way which allows people with disabilities to maintain their dignity and independence, by incorporating principles of integration and equal opportunity, and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Accessible Emergency Information

We are committed to providing customers and partners with publicly available emergency information in an accessible format upon request. Individualized emergency response plans are developed and maintained for employees with accommodation needs.

Training

Under the Customer Service Accessibility standard all Johnson & Johnson employees in Ontario as well as those providing services in Ontario receive mandatory training on our policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. This training is provided to new employees when joining our organization as part of their onboarding plan.

Employees, and other staff members are and will continue to be assigned mandatory training modules as required under the Integrated Accessibility Standards Regulations (IASR) on Ontario’s accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities.

The following steps have been taken to meet our commitment to training:

- Records are maintained to monitor completion of assigned mandatory training
- Training is made available on a voluntary basis to employees not directly covered under the AODA regulations
- Training will be reviewed periodically, and employees will be advised (or re-trained if necessary) when changes are made to policies, practices and procedures.

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Information and Communications

Johnson & Johnson Canada is committed to meeting the communication needs of people with disabilities. We have implemented our strategy to incorporate the WCAG 2.0 level AA requirements into new (or undergoing major refresh) websites and content, prior to January 1, 2021 where practicable.

WCAG 2.0, Level AA requirements will be embedded into the approval processes for the creation of new web content.

Where possible, assistive technology will continue to be made available on our major websites. This complimentary accessibility tool will help individuals navigate the web more easily on any website. Existing feedback processes will be made accessible to people with disabilities upon request and publicly available information will be made accessible upon request.

We will continue to monitor information and communication needs identified and consult with people with disabilities to determine appropriate formats and communication supports as required. Information will be provided in a timely manner at no cost to the public.

While we are working to continually improve the usability of our website for people of all abilities, there are some 3rd party areas of our website that are not in our direct control, including but not limited to (Reviews (Bazaarvoice) plugin, Share Button (Janrain which is part of Akami), Social Media plugins, Channel Advisor and Brandify). If you are having difficulty navigating these sites, please contact the company directly.

Employment

Johnson & Johnson Canada is committed to fair and accessible employment practices including provision of reasonable accommodation, accessible formats and communication supports.

Individualized emergency response plans are developed and maintained for employees with accommodation needs.

As part of our obligations under human rights and employment equity, our employment policies and practices have been reviewed for potential barriers including accessibility for persons with disabilities. As a result of this review a number of actions have been and continue to be implemented including specific training for recruiters regarding the provision of accommodation during the recruitment and selection processes and conducting an accessibility review of our workplaces in 2012 to identify and remove physical barriers for people with disabilities. We will continue to ensure accessibility for persons with disabilities in all new builds, construction and major renovations.

The following steps have been or will be implemented to ensure the public and our employees are aware that, upon request, we will accommodate people with disabilities:

- Information about the availability of reasonable accommodation for applicants with disabilities will be included in the application process;
- All candidates that are invited to participate in interviews will be informed how to request accommodation for disabilities;

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- Hired candidates will be notified of our policies and processes for accommodating employees with disabilities as part of their orientation process;
- We will review and communicate our accommodation policies and process to all employees and managers;
- Where an employee requires accommodation or accessible formats, we will consult with the employee (and when necessary external parties) to identify and provide a response that meets their needs;
- We will ensure accessibility needs of employees with disabilities are considered during performance management, career development and redeployment processes;
- We will continue to review existing relevant policies and practices and monitor regulatory changes and policies to ensure we continue to comply with Ontario's Accessibility laws;
- We will invite employees with disabilities to identify existing accessibility barriers and provide feedback and input on preventing and/or eliminating barriers;
- When contracted resources from third party organizations are hired for activities relating to recruitment and selection, the requirement for AODA compliance will be identified to the vendor. Third party agencies are responsible for accommodation needs etc. of any assigned contractors under their own company AODA policies.

Individual Accommodation Plans including Return to Work Process

The accessibility requirements under the IASR will be incorporated into existing return to work processes to ensure that barriers in accommodation are eliminated.

In support of this we will review our existing accommodation policy and processes to ensure they encompass the development of documented individual accommodation plans for employees who have identified the need for such accommodation. The accommodation plan will include the way the employee can participate in the development of such plan.

Performance Management, Career Development and Advancement and Redeployment

As identified in our Diversity and Inclusion Policy and Our Credo, Johnson & Johnson Canada will not discriminate in hiring, promotion, training, compensation or any other employment practices on any prohibited grounds including disability. Through our accommodation policy and processes accessibility needs and accommodation plans will be taken into consideration in relation to employment processes.

Contact Us:

Accessible formats of this document are available free of charge upon request. For more information on Johnson & Johnson Canada's accessibility policies and multi-year plan please contact us. Should we need to contact you to provide further information please include:

- Your name

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- Your affiliation (e.g. Customer, visitor, etc.)
- Your contact information (address, telephone and/or email)
- A summary of your feedback

By Email: accessibility@ITS.jnj.com

Consumer Health Consumer Care Center: [Contact Us](#)

If you are in Canada, you can also call us toll free at: 1-877-223-9807 (For TTY service dial 711, or your preferred relay service). We support Sorenson video relay service.