Accessibility Plan

2021 - 2025 revised

Samsung Electronics Canada Inc.

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I. Statement of Commitment

Samsung Electronics Canada Inc. ("Samsung Canada") is committed to providing services and employment in an integrated and accessible manner that allows persons with disabilities to maintain their dignity and independence. We believe in integration, equal opportunity and engaging people to meet their full potential.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility. Samsung Canada is committed to meeting the accessibility requirement under the Accessibilities for Ontarians with Disabilities Act ("AODA") and the related Integrated Accessibilities Standards Regulations ("Regulations").

Our accessibility plan outlines the policies and actions that the organization will put in place to improve opportunities for people with disabilities in respect of the Regulation under AODA, which includes:

- General Requirements
- Information and Communications
- Employment

This plan applies to Samsung Electronics Canada Inc. (SECA).

II. General Requirements

i. Accessibility Policies and Plan

Samsung Canada has and will continue to implement policies and practices in accordance with AODA by taking following steps:

- Implementing the Employee Accommodation Policy outlining our commitment to providing suitable accommodations for current or prospective employees in order to promote and maintain a barrier–free workplace that ensures the full participation of all persons.
- Implementing the Accessible Customer Service Policy establishing the accessibility standards for customer service for Samsung Canada.
- Developing, publishing and maintaining a multi-year accessibility plan outlining Samsung Canada's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities.

ii. Training

Samsung Canada has and will continue to provide training to employees, volunteers and other staff members to meet Ontario' accessibility laws. Training will be provided in a way that best suits the nature of our people's work.

In accordance with AODA general requirements, SECA takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Training for our people including all employees, volunteers, and anyone who are involved in developing Samsung Canada's policies, on accessibility standards and human rights legislation, as it pertains to people with disabilities; and
- Maintaining records of the dates when training is completed and the individuals who completed the training.

III. Information and communications

i. Feedback

Samsung Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their informational and communication needs.

SECA confirms that our process for receiving and responding to feedback is accessible to people with disabilities upon request by providing, or arranging for the provision of, accessible formats and communication support.

ii. Accessible Website and Web Content

In accordance with the Regulations, starting January 1, 2014, all new internet websites or websites undergoing a major refresh, and web content (content published after January 1, 2012) on those sites must conform to the Level A of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

Samsung Canada's current websites are at WCAG2.0 Level AA. As of August 2014, Samsung Next Gen., which is the new standard of Samsung global websites, will be at WCAG2.0 Level AA. In this case, SECA has met the compliance timeline in advance. In accordance with the Regulations, large Ontario organizations shall ensure that "By January 1, 2021, all internet websites and web content must conform to WCAG 2.0 Level AA."

SECA has put extraordinary efforts to make our websites and content on those sites conform to the level AA of WCAG 2.0, and will continue to maintain this standard by taking the following steps:

- Samsung Headquarter has formed a team to monitor Samsung.com website globally to make sure our website stays on level AA of WCAG2.0 or above.
- Accessibility will be checked not only on major updates but also on minor ones.

iii. Accessible Formats and Communication Support

SECA has taken the following steps to make sure all publicly available information is made accessible:

- Upon request, SECA will provide accessible formats and communication support for persons with disabilities
 in a timely manner that takes into account the person's accessibility needs due to disability.
- SECA will consult with the person making the request in determining the suitability of an accessible format or communication support.

IV. Employment

Samsung Canada is committed to fair and accessible employment practices.

i. Workplace Emergency Response Information

Samsung Canada will provide to employees with disabilities with individualized emergency response information when necessary.

ii. Recruitment

Samsung Canada will notify the public and staff, that upon request Samsung Canada will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

iii. Informing Employees of Support

Samsung Canada will inform employees about its policies for supporting people with disabilities. All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

iv. Accessible Formats and Communication Support for Employees

Upon request, Samsung Canada will consult with employees who have disabilities to provide them with the accessible formats and communication support that they require to do their jobs effectively.

v. Individual Accommodation Plans/Return to Work Process

Samsung Canada has developed and 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.

vi. Performance Management, Career Development and Redeployment

Samsung Canada will ensure the accessibility needs of employees with disabilities are taken into account if Samsung Canada is using performance management, career development and redeployment processes.

vi. Maintenance of Accessible Elements

Samsung Canada has put in place procedures for preventative and emergency maintenance of the accessible elements of its public spaces as required under the Design of Public Spaces Standard in the Regulations. In the event of a service disruption affecting these accessible elements, Samsung Canada will notify the public of such service disruption, the duration of the disruption (if known), and any available alternatives.

For more information on this accessibility plan, please contact <u>the VP of Corporate Service</u>, the <u>Head of Direct to Consumer</u>, or the <u>Head of Corporate Marketing</u> at <u>oop.seca@samsung.com</u>.

V. Appendix:

i. ACCESSIBLE FEEDBACK PROCESS

Accessible Feedback Process

At Samsung Canada, we are committed to making the ways we receive and respond to feedback accessible when asked. Therefore, management has put in place the following Accessible Feedback Process to assist persons with disabilities by providing or arranging for the provision of accessible formats and communication support upon request.

STEP 1: WHO INITIATES THE FEEDBACK?

- Customers with disabilities give feedback about customer service.
- Employees with disabilities give feedback about company policies or management practices.

STEP 2: HOW TO ACCOMMODATE THE FEEDBACK

- Samsung Canada accepts feedback from the public (customers) and employees in a variety of methods including:
 - ✓ Phone
 - ✓ In person
 - ✓ Fax
 - ✓ Email
- Feedback from the public (customers) is reviewed by the Head of Corporate Service and the Head of Corporate Marketing. Complaints are investigated and follow up is provided to the customer if request.
- Employee feedback is reviewed by the Senior Director, People Team. Complaints are investigated and follow-up is provided to the employee upon request.

STEP 3: NOTICE OF AVAILABILITY OF DOCUMENTS

Samsung Canada will provide the public notice of the availability of the documents required by the Accessibility Standards for Information and Communication, as part of the Regulations upon request. Notice of availability will be provided on the Samsung web site and through other printed methods.

STEP 4: FORMAT OF DOCUMENTS

• If Samsung Canada is required pursuant to AODA to provide copy of a document to a person with a disability, Samsung Canada will take into account the person's ability to access the

information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person

ii. <u>EMERGENCY RESPONSE WORKSHEET</u>

Worksheet: Identification of Potential Barriers during an Emergency Response

INSTRUCTIONS

The employee with a disability completes this worksheet with or without his/her manager (depending on their preference) to help identify threats to the employee's safety that could arise in an emergency situation. The worksheet is also used to provide suggestions on how to overcome the identified threats.

The information collected is confidential and will be shared only with the employee's consent. The employee does not have to provide details of their medical condition or disability—only about the type of help they may need in an emergency.

Date:					
EMPLOYEE INFORMATIO					
Name:		<u> </u>			
Department:		<u> </u>			
Telephone:	Mobile phone:	E-mail:			
EMERGENCY CONTACT	INFORMATION				
Name:					
Telephone:	Mobile phone:	E-mail:			
Relationship:		<u> </u>			
WORKPLACE LOCATION					
1. Where do you work?					
Address:			_		
Floor:	Room name/number:	<u></u>			
2. Do you work in different places on a regular basis?					
☐ Yes					
□ No					

List the addresses, floors, and room locations. (Use additional sheets as necessary.)

POTENTIAL EMERGENCY RESPONSE BARRIERS 3. Can you read/access our emergency information?
□ Yes
□ No
If not, what would make this information accessible to you? (Use additional sheets as necessary.)
4. Can you see or hear the fire/security alarm signal?
☐ Yes ☐ No
☐ I don't know
If not, what would help you to know the alarm was flashing or ringing? (Use additional sheets as necessary.)
5. Can you activate the fire/security alarm system? Yes No I don't know If not, what would help you to sound the alarm? (Use additional sheets as necessary.)
6. Can you talk to emergency staff?
☐ Yes ☐ No
If not, what would help you to communicate with them? (Use additional sheets as necessary.)
7. Can you use the emergency exits?
☐ Yes ☐ No
☐ I don't know

If not, what would help you to exit the building? (Use additional sheets as necessary.)
8. Does your mobility device fit in the emergency waiting area?
□ Yes □ No
☐ I don't know
☐ Not applicable
If not, what would help it fit, or is there a better location? (Use additional sheets as necessary.)
9. Could you find the exit if it were smoky or dark?
☐ Yes ☐ No
☐ I don't know
If not, what would help you to find the exit? (Use additional sheets as necessary.)
10. Can you exit the building by yourself?
☐ Yes ☐ No
☐ I don't know
If not, what would help you to exit? (Use additional sheets as necessary.)
11. Can you get to an emergency evacuation chair by yourself?
☐ Yes ☐ No
☐ I don't know
□ Not applicable
If not, what help do you need? (Use additional sheets as necessary.)

12. Would you be able to evacuate during a stressful and crowded situation?
☐ Yes ☐ No
☐ I don't know
If not, what would help you to evacuate? (Use additional sheets as necessary.)
13. If you need help to evacuate, what instructions do people need to help you? (Use additional
sheets as necessary.)
14. If you need other accommodations in an emergency, please list them here. (Use additional sheets as
necessary.)

iii. <u>EMPLOYEE EMERGENCY RESPONSE CONSENT FORM</u>

Individualized Employee Emergency Response Consent Form

Use the information collected in the emergency response worksheet to create an individualized workplace emergency response for each employee with a disability. Modify this form if an employee needs different types of accommodations for different types of emergencies.

All information in this document is confidential and will be shared only with the employee's consent.

EMPLOYEE INFORMATION Name:					
Department:					
Telephone:	Mobile phone:	E-mail:			
EMERGENCY CONTACT INFO	RMATION				
Name:					
Telephone:	Mobile phone:	E-mail:			
Relationship:					
WORK LOCATION (Repeat for other work locations)	Address:				
Floor: Room name/number:					
EMERGENCY ALERTS					
[Name of employee] will be informed of an emergency situation by:					
☐ Existing alarm system					
□ Pager device					
☐ Visual alarm system					
Co-worker					
Other (specify):					
ASSISTANCE METHODS List types of assistance (e.g., staff assistance or transfer instructions).					
EQUIPMENT REQUIRED List any devices required, where they are stored, and how to use them.					

Provide a step-by-step description, beginning from the first sign of an emergency. **ALTERNATIVE EVACUATION ROUTE EMERGENCY SUPPORT STAFF** The following people have been designated to help [name of employee] in an emergency. Location and/or contact Name Type of assistance information **CONSENT TO SHARE EMERGENCY RESPONSE INFORMATION** I [name of employee] give consent for [name of organization] to share this individualized workplace emergency response information with the individuals listed above, who have been designated to help me in an emergency. Employee's name Employee's signature Date

Next review date

EVACUATION ROUTE AND PROCEDURE

Form completed by [manager's name]

iv. EMERGENCY RESPONSE EMPLOYEE COMMUNICATION MEMO

Employee Communication Memo

Subject: Employee safety during emergencies

At Samsung Electronics Canada Inc., we take employee safety seriously.

If you have a disability, whether permanent or temporary, and may need help during an

emergency, please let me know. I will ask you to complete a self-assessment form, and then work

with you to develop individualized emergency response information that will meet your needs in

an emergency situation.

Please note that I do not need to know the details of your medical condition or disability, only the

kind of help you may need. The information you provide will be kept confidential and only shared

with your consent.

If you have questions or you already have emergency response information and need to adjust it,

please let me know.

Thank you.

Director, General Affairs

v. ACCESSIBLE INTERVIEW CHECKLIST Accessible Interviewing Checklist

Location of the interview—Can an applicant with a disability access your facilities?
Example: Is your office accessible to an individual who uses a mobility aid (e.g., a walker or wheelchair)? If not, consider having the interview at an alternative location.
Format of the skills assessment tests—Are your assessment tests accessible to an applicant with a disability? Do the tests allow a candidate to demonstrate her knowledge and skills?
Example: Are your computerized tests accessible to an individual with vision loss who uses a screen reader? If not, consider switching to vendors that use accessible technology. Does the candidate have reading challenges? Consider conducting an oral test or using text-to-speech software.
Room set-up for in-person interviews —Is your interviewing room set up in an accessible fashion?
Example: An individual with hearing loss may require a brightly lit room (in order to lip-read, if necessary) or one that is quiet (to minimize distractions) so they can perform at her best.
Interviewing timelines —Can an individual with a disability perform, in the interview, within the timelines expected?
Example: A health issue can sometimes make it difficult for a person with a disability to perform successfully during short, timed interviews, which can involve a considerable amount of stress. Consider stretching out your timelines for individual interviews, extending the time between interview rounds, or providing additional time on skills tests. Also consider the job the individual is applying for. If it is a part-time position, does the interviewing process last longer than a regular shift the individual would work?
Support—Can an individual with a disability bring a support person to an interview?
Example: A person with a developmental disability may have support workers or family members who assist her. Consider allowing a support worker/family member to attend the interview, as he may have additional or more detailed information about the candidate's abilities and may ask questions that the applicant has not had a chance to consider.
Paperwork—Can the individual fill out any paperwork that is required?
Example: An individual with vision loss or a learning disability may have trouble filling out a written form. Consider having a staff member available to assist the applicant in filling out any required forms.

vi. <u>INTERVIEW SCRIPT GUIDELINES</u>

Interview Script Guidelines

As one of our human resources objectives, Samsung Electronics Canada will recruit, select, orient, develop, and promote employees based on our strategic direction and our values. We have made a commitment to address barriers in our employment processes and in job areas where we under-represent the full diversity of the skilled workforce. Our bias-free hiring initiative is one strategy we use to ensure an effective and equitable hiring process.

HR has developed these guidelines to support the process of hiring the best and most diverse workforce possible. Please contact the Talent Acquisition team if you have any questions or suggestions about the process. In keeping with the principles of our Hiring policy, it is important that the designated staff person follow the basic format and intention of the following script when extending the invitation to interview.

- 1. Thank the candidates for their application; let them know who is calling and which position they are calling about. Ask them if they are still interested in participating in an interview.
- 2. Let the candidates know what they can expect from the interview (e.g., duration) and that they can expect a diverse panel that will take turns asking questions. Panelists will ask a series of questions and take notes on the answers. The applicants will have an opportunity to ask questions. Let them know that they can gain some valuable information about the company from the organization's website, to prepare for the interview.
- 3. Ask all candidates if they require any accommodation for the interview (e.g., a scooter or wheelchair accessible space, or a sign-language interpreter). If an interviewee says yes, then ask which kind of accommodation is required. If you do not have enough information on hand to proceed, make note of the request and commit to getting back to the candidate to confirm the specifics of the interview time and location. Contact your HR consultant for support in meeting the request, if required.
- 4. Arrange the meeting time and location (unless accessibility information is pending).
- 5. Ensure that the candidates know how to get to the interview room and, if appropriate, suggest that someone can meet them at a specified location (e.g., HR reception or front lobby).
- 6. Thank the candidates and ask them if they have any questions. Provide contact information in case they have any questions before the interview.

vii. RETURN TO WORK PROCESS

Return to Work Process

At Samsung Electronics Canada Inc., we are committed to supporting employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work. Therefore, senior management have put in place the following return to work ("RTW") process to facilitate an employee's safe and timely return to work.

Potential Steps to Help Facilitate Return to Work (Steps should be determined based on each individual's case)

STEP 1: INITIATE THE DISABILITY LEAVE PROCESS
Employee reports need for a disability leave to the supervisor or to their HR Business Partner
HR Business Partner provides the employee the required forms and documents to be submitted to the Insurance Provider for review and approval
☐ HR Business Partner communicates the disability request with Benefits
Benefits submits the Employer required documents to the insurance provider for review and approval
STEP 2: MAKE AND MAINTAIN CONTACT WITH THE EMPLOYEE ON LEAVE
Insurance Provider:
Maintains regular contact with the employee, with the employee's consent
Provides the employee with RTW information
Monitors the employee's progress until fit for work
Provides regular updates on the employee's progress to Benefits and any return to work
accommodations required
☐ Benefits maintains regular contact with the employee, with the employee's consent
Employee:
☐ Gets and follows the appropriate medical treatment
Updates the Insurance Provider about progress
Gives the health care provider the RTW information
Updates employer on RTW status and accommodation needs
Provides medical documentation supporting need for accommodation if requested to employer
Health care provider:
☐ Provides appropriate and effective treatment to the employee
Provides required information on the employee's functional abilities, if requested
STEP 3: DEVELOP A RETURN TO WORK PLAN
\square The employee, the Insurance provider, Benefits & People Team with the Manager and the health care provider

(if needed) collaborate to develop a formal RTW plan, which is included in the employee's individual accommodation plan, if applicable:

- if the employee has *no residual functional limitations*, they return to their regular position with no accommodation required
- if the employee has *temporary functional limitations*, they returns to a temporary modified work environment with accommodation, or to an alternative transitional position
- if the employee has *lasting functional limitations*, they return to work with permanent accommodations or is permanently reassigned to another position

STEP 4: MONITOR AND EVALUATE 1	THE RETURN TO	WORK PROCESS
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The employee, supervisor, Benefits and HR Business Partner monitor and review the RTW process
regularly until it has been completed
If the employee encounters challenges, the RTW plan is assessed to determine if different
accommodation is required

viii. <u>RETURN TO WORK PLAN</u>

Return to Work Plan

Employee's	name:					
Start date:			End date:			
Job title:						
Goal of the F	RTW Process:					
	Functional limitations	Workdays per week	Work hours per day	Job tasks	Accommodation	Safety considerations
Week 1						
Week 2						
Week 3						
Week 4						
Does the RT	W plan involve a	temporary assiç	gnment to a diffe	erent position?		
☐ Yes (Ple	ease answer the q	uestions below.)			
What is the new position?						
What is the length of assignment (if known)?						
What training is required?						
What safety precautions are being taken during training?						
Employee's	signature		Mar	nager's signature		Date