



ONTARIO ACCESSIBILITY POLICY AND MULTI-YEAR ACCESSIBILITY PLAN

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1. Purpose / Applicability

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, all public and private sector organizations in the Province of Ontario must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility policy, multi-year accessibility plan and related commitments, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) for Ontario operations of Amgen Canada. The *Accessibility for Ontarians with Disabilities Act, 2005*, and its Regulations (including all other standards as may be developed) are collectively referred to hereafter as the AODA.

This Policy applies to all Amgen Representatives in the Province of Ontario.

2. Amgen's General Accessibility Policy

Amgen is committed to accessibility for persons with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

2.1 Commitment to Accessible Information and Communications

(i) Accessible Formats and Communication Supports

Upon request, Amgen will provide:

(a) all organizational information and communications made available to Amgen's customers and the public, including this policy;

(b) any publicly available emergency procedures, plans or public safety information to its customers and the public; and

(c) access to any processes for receiving and responding to feedback, in an accessible format or via accessible communication support.

Amgen will consult with the person making the request to determine the suitability of any accessible format or communication support provided. This information and documentation will be provided as soon as is practicable, but specific timeframes may vary depending on the format requested.

(ii) Website Accessibility

Except where doing so is not practicable, any new internet websites and any new web content and web-based applications will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Amgen continues to work towards increasing the accessibility of its internet website(s) so that by January 2021 its internet website(s) and the associated web content and web-based applications, published after January 2012, will conform to WCAG 2.0 Level

AA (other than success criteria 1.2.4 and 1.2.5), except where doing so is not practicable.

(iii) Feedback Regarding Accessibility

Amgen encourages persons with disabilities to provide comments on the services they receive, including feedback regarding the accessibility of those services.

Feedback may be delivered to Amgen in person, by telephone, mail, email, facsimile or other means available to the person.

Customers may use any of the following feedback channels:

- In person or by mail/electronic or audio recording at Amgen's office:
6775 Financial Dr. Suite 100 Mississauga, ON, L5N 0A4
- By telephone, fax or e-mail: Telephone – 905-285-3000

Fax: 905-285-3100

Email: customercare-ca@amgen.com

All feedback will be reviewed for possible improvement in Amgen's services and accessibility to its services. Feedback will be directed to the most appropriate Amgen employee for resolution, and any complaints will be addressed as soon as possible. Persons providing feedback can expect an acknowledgment of their feedback to be issued within ten (10) business days. The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further in the matter. Correspondence with the individual will take into account their accessibility needs and will be provided in accordance with Amgen's commitment to accessible information and communication supports, described above.

2.2 Accessible Employment

Amgen has implemented the following practices and procedures to promote the inclusion of applicants for employment and existing employees with disabilities in its workplace.

(i) Recruitment

Amgen notifies employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process and when job applicants are individually selected to participate in an assessment or selection process.

If a selected applicant requests an accommodation, Amgen consults with the applicant and provides or arranges for the provision of a suitable accommodation (including with respect to any materials or processes used in the application process), taking into account the applicant's disability.

When making offers of employment, Amgen notifies successful applicants of its policies for accommodating employees with disabilities.

(ii) Employee Notification

Amgen informs its employees of its policies used to support its employees with disabilities: (a) to new employees as soon as practicable after they begin their employment; and (b) whenever there is a change to existing policies on the provision of job accommodations that take into account accessibility needs due to a disability.

(iii) Accessible Formats and Communication Supports

Where an employee with a disability requests it, Amgen will 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) employment information that is generally available to employees in the workplace.

Amgen will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(iv) Individual Accommodation Plans

Amgen has a written process for the development of a documented Individual Accommodation Plan. A copy of this process can be found in the Accessible Employment Policy, which is posted on the Company's intranet.

(v) Return to Work Process

Amgen has a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. A copy of this process can be found in the Accessible Employment Policy, which is posted on the Company's intranet.

(vi) Performance Management, Career Development and Advancement and Redeployment

Amgen takes into account the accommodation needs of its employees, including any individual accommodation plans of employees, when: (a) using performance management; (b) providing career development and advancement opportunities; and (c) redeploying employees.

(vii) Workplace Emergency Response Information

Amgen provides 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. More details regarding this process can be found in the Accessible Employment Policy, which is posted on the Company's intranet.

2.3 Training Commitment

Amgen provides training related to accessibility: accessible customer service training (as further discussed in section 3.6 below); integrated standards accessibility training; and training on the Human Rights Code as it relates to individuals with disabilities.

This training will be provided to all Representatives as soon as practicable and generally, within three months of the individual's commencement of duties. Training will also be provided on an ongoing basis when changes are made to these policies, practices and procedures.

Amgen will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

3. Accessible Customer Service

Amgen has developed a policy governing its commitment to providing accessible customer service. A copy of this policy can be found on Amgen.ca

Amgen is committed to providing access to goods and services to its customers in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the AODA. To that end, Amgen recognizes the importance of:

- Providing integrated access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

3.1 Accessible Customer Communications

Amgen Representatives are required to communicate with customers with disabilities in a manner that takes into account their disabilities. Representatives will consider how a customer's disability may affect the way that the customer expresses, receives or processes communications and, where possible, they will ask the customer how to best communicate with the individual.

3.2 Assistive Devices

Assistive devices that may be used by individuals with disabilities are welcome on Amgen's premises that are open to the public or other third parties. Amgen will take steps to ensure that Representatives are familiar with commonly used assistive devices.

3.3 Service Animals

Amgen welcomes guide dogs or other animals that serve individuals with disabilities in those areas of its premises that are open to customers and will permit the customer to keep the service animal with them, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, Amgen will provide the applicable customer with an alternative method of obtaining, using or benefitting from its goods or services.

3.4 Support Persons

Amgen welcomes persons who support individuals with disabilities to accompany them onto those parts of its premises that are open to the public or other third parties.

Amgen will ensure that customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the customer.

3.5 Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by Amgen to customers with disabilities becomes temporarily unavailable, in whole or in part, Amgen will provide notice of the disruption, as is reasonable in the circumstances. The notices will be posted in a conspicuous location at the Company or in another reasonable location, in the circumstances and shall:

Explain the reason for and anticipated length of the disruption; and

Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

3.6 Accessible Customer Service Training

All Amgen Representatives will be:

Provided with an overview of the AODA and the Customer Service Standard under the Regulations;

Trained on how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;

Made aware of the policies and procedures created by Amgen in accordance with the Customer Service Standard; and

Trained on how to help a person with a disability who is having difficulty accessing Amgen's goods or services.

This training will also be provided on an ongoing basis, as soon as practicable, whenever Amgen's policies change with respect to customer service accessibility for individuals with disabilities.

4. Multi-Year Accessibility Plan

Under the AODA, private and not-for-profit organizations with 50 or more employees in Ontario must create a multi-year accessibility plan. This Multi-Year Accessibility Plan outlines the policies and actions that Amgen will or has put in place to improve opportunities for people with disabilities across the organization.

This multi-year accessibility plan will be updated at least once every five years.

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
General Requirements		
Establish accessibility policies governing how Amgen will meet its obligations under the AODA	3.(1)	Complete - see further section 2 of this policy.
Establish, implement and maintain a documented multi-year accessibility plan; post the plan on the website; review and update the plan at least once every five years	4.(1)	Complete - see further section 4 of this policy
Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	6.(2)	Not currently applicable
Training on the requirements of the accessibility standards and on the Human Rights Code as it relates to persons with disabilities	7.(1)	Complete - see further section 2.2 of this policy
Customer Service Standards		
Develop, implement and maintain policies governing the provision of Amgen's services to persons with disabilities, and provide in an accessible format upon request	80.46 (1)	Complete - see further sections 2.1(i) and 3.1 of this policy
Training on accessible customer service	80.49 (1)	Complete - see further sections 2.2 and 3.6 of this policy
Information and Communications Standards		
Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible	11.(1)	Complete - see further section 2.1(iii) of this policy

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
formats and communications supports, upon request		
Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in consultation with the individual, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. Notify the public of the availability of these supports	12.(1), (2) and (3)	Complete - see further section 2.1(i) of this policy
Provide any publicly available emergency response information in an accessible format, upon request	13. (1)	Complete - see further section 2.1(i) of this policy
Ensure new internet websites and web content on those sites conform with WCAG 2.0 Level	14. (4)1	In progress
By January 1, 2021, ensure all internet websites and web content conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded)	14. (4)2	In progress
Employment Standards		
Notify Amgen employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	22	Complete - see further section 2.2(i) of this policy

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
<p>During a recruitment process, 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.</p>	23	Complete - see further section 2.2(i) of this policy
<p>Notify successful job applicant of Amgen's policies for accommodating employees with disabilities</p>	24	Complete - see further section 2.2(i) of this policy
<p>Inform employees of Amgen's policies used to support employees with disabilities</p>	25	Complete - see further section 2.2(ii) of this policy
<p>Consult with a requesting employee in a manner that considers his or her disability 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</p>	26.1 and 26.2	Complete - see further section 2.2(iii) of this policy
<p>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</p>	27	Complete - see further section 2.2(vii) of this policy

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
Develop and implement a written process for documenting individual accommodation plans for employees with disabilities	28	Complete - see further section 2.2(iv) of this policy
Develop and implement a return to work process employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work	29	Complete - see further section 2.2(v) of this policy
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	30	Complete - see further section 2.2(vi) of this policy
Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	31	Complete - see further section 2.2(vi) of this policy
Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	32	Complete - see further section 2.2(vi) of this policy
Design of Public Spaces		
Ensure that any new or redeveloped outdoor Paths of Travel (i.e. sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals) comply with the requirements of the AODA	80.22	Not currently applicable

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
Ensure that any new or redeveloped parking (on and off street) complies with the requirements of the AODA	80.32	Not currently applicable
Ensure that any newly constructed service counters and fixed queuing lines, and any newly constructed or redeveloped waiting areas, comply with the requirements of the AODA	80.40	Not currently applicable
Develop procedures for preventative and emergency maintenance of the accessible elements in the above-noted public spaces and procedures for dealing with temporary disruptions when the above-noted accessible elements are not in working order	80.44	Not currently applicable

5. Availability of this Policy

A copy of this policy will be posted on Amgen’s corporate website and internal intranet.

Upon request, Amgen will provide or arrange for the provision of this policy, or the information contained in this policy, to the requesting individual in an accessible format or with a communication support in a timely manner that takes into account the person’s accessibility needs due to disability and at no cost. In doing so, Amgen will consult with the person making the request in determining the suitability of the format or communication support.

Appendix A – Definitions

“Accessible Formats” means any form of large print, clear text, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities in order to conduct business with Amgen.

“Communication Supports” means captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications in order to conduct business with Amgen.

“Disability” as defined in the Ontario *Human Rights Code* means:

- (a) any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on 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 the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Representative” means employees, volunteers, others that provide goods or services on Amgen’s behalf, and all those who are involved in the development of Amgen’s policies, practices and procedures.

“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”.

“Website” means a collection of related webpages, images, videos, or other digital assets that are addressed relative to a common Uniform Resources Identifier (URI) and is accessible to the public.