

Synaptive Medical Inc. – Multi-Year Accessibility Plan

Introduction

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that Synaptive Medical Inc. establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to Synaptive:

- Customer Service;
- Information and Communications; and
- Employment

This multi-year plan outlines Synaptive’s strategy to prevent and remove barriers to address the current and future requirements of the AODA and fulfill Synaptive’s commitment as outlined in Synaptive’s Accessibility Policy.

In accordance with the requirements set out in the IASR, Synaptive will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website (www.synaptivemedical.com);
- Report as required on its website (www.synaptivemedical.com) the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

Customer Service Standards

Synaptive is compliant with the Accessible Customer Service Regulation under the AODA and will continue to comply with the Customer Service Standards under the IASR. Synaptive is committed to excellence in serving all customers, including persons with disabilities and it will carry out its functions in a manner which delivers an accessible customer service experience.

Synaptive is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Actions Taken:

The following measures have been implemented by Synaptive:

- Ensuring all persons who deal with the public or other third parties on behalf of Synaptive, and all those who are involved in the development and approvals of customer service policies, practices and procedures, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;
- Ensuring completion of accessibility training is tracked and recorded;
- Customers and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated;



- Providing accessible service devices to customers upon request where possible; and
- Continuing to welcome and appreciate feedback from persons with disabilities.

Emergency Procedure, Plans, or Public Safety Information

- Synaptive is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities where possible.
- Synaptive will provide employees with disabilities with individualized emergency response information, when necessary. We are also committed to providing our clients and stakeholders with publicly available emergency information in an accessible way, as applicable and upon request.

Workplace Emergency Response Information

Where Synaptive is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

The following measure is in place:

- "Protect in Place Program" for individuals not physically able to descend the building stairs in the event of an evacuation. Designated Protect-in-Place locations and procedures have been communicated to individuals who have a disability, as required.

Training

Synaptive provides training on the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation requirement to all employees who work with the public or other third parties or who are involved in the development of customer service policies, practices, and procedures are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. Such training shall be provided as soon as practicable.

Actions Taken:

In accordance with IASR:

- Training is provided as part of new hire orientation process and in a way that best suits the job duties of employee; and
- A record of the training provided will be maintained, including the dates that the training was provided and to whom it was provided.



Information and Communications Standards

Synaptive is committed to making company information and feedback accessible to persons with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs.

A. Feedback, Accessible Formats and Communication Supports

Actions Taken:

The following measures have been implemented by Synaptive:

- The provision of accessible formats and communication supports to persons with disabilities will be done in a timely manner, and upon request, taking into account the individual's accessibility needs, and at no extra cost above what is charged to others.
- The Integrated Accessibility Standards Policy was developed and is available on Synaptive's external website. Feedback can be provided to the Accessibility Coordinator and a response will be provided within 7 days.

B. Accessible Websites and Web Content

Actions Taken:

The following measures have been implemented by Synaptive:

- New website (www.synaptivemedical.com) content is coded in a compliant to Web Content Accessibility Guidelines (WCAG) 2.0, and conforms to Level AA criteria;
- Continue to assess accessibility of website (www.synaptivemedical.com) and content; and
- Familiarize with sources for formatting that is not feasible to do in-house.

Employment Standards

Synaptive is committed to providing accessible formats and communication supports with respect to Synaptive's employment practices.

Actions Taken:

The following measures were implemented by Synaptive:

1. Recruitment General

Synaptive will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- Specifying that accommodation is available for applicants with disabilities, on Synaptive's website (www.synaptivemedical.com) and on job postings.

2. Recruitment, Assessment, and Selection

Synaptive will 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 in the assessment/selection process. This will include:

- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment; and
- If a selected applicant requests an accommodation, consult with the applicant, and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.



3. Notice to Successful Applicants

When making offers of employment, Synaptive will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- Inclusion of notification of Synaptive's policies on accommodating employees with disabilities in offer of employment letters.

4. Informing Employees of Supports

- Informing current employees and new hires of Synaptive's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- Providing information under this section as soon as practicable after the new employee begins employment, specifically in the orientation process;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability; and
- Where an employee with a disability so requests it, Synaptive will consult with the employee to provide or arrange for provision of suitable accessible formats and communications supports for:
 - Information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace.

5. Documented Individual Accommodation Plans/Return to Work Process

- If an employee is absent from work due to disability and requires accommodation in order to return to work, we develop an individual accommodation plan for that individual, in consultation with an expert, where necessary.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability and Synaptive's ability to deliver.
- Inform current employees and new hires of policies used to support employees with disabilities.

6. Performance Management, Career Development and Redeployment

- When providing performance management information to an employee with a disability, Synaptive will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.
- When providing career development information to an employee with a disability, Synaptive will take into account the accessibility needs of the employee, and as applicable, individual accommodation plans.
- Upon request, Synaptive will consult with the employee to provide or arrange for the provision of accessible formats or communication supports for information that is needed to perform the job, and information that is generally available to employees in the workplace.



7. Requests for Information and Process for Responding to Feedback

Requests for information in accessible formats or communication supports, and feedback regarding accessibility can be made in person, via telephone, e-mail or in writing to:

Human Resources Department
Synaptive Medical Inc.
555 Richmond St. W.
8th Floor
Toronto, Ontario M5V 3B1 Canada
P. 647-925-3435
E. accessibilityfeedback@synaptivemedical.com

The Accessibility Coordinator will respond within 7 business days either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any concerns. The Accessibility Coordinator will provide information in accessible formats, upon request.

