



## **Multi-Year Accessibility Plan**

January 2024

### **Statement of Commitment**

Abbott is committed to providing its goods, services, and opportunities in a way that respects the dignity and independence of people with disabilities. Abbott is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations.

Our plan is reviewed and updated at least once every 5 years.

### **Actions**

- Maintain an accessible parking space with ongoing maintenance and repair as needed.
- Maintain wide aisles in our showroom to support mobility aids and assistive devices movement throughout our displays.
- Train staff on how to interact and communicate with people with various types of disabilities and how to accommodate them.
- Train staff on our Customer Service Accessibility Policy.
- Website content complies with the WCAG 2.0 requirements with ongoing improvements.
- Appropriate accommodations are provided to interview candidates upon request.
- New hires will have the opportunity to identify any emergency accommodation through People & Culture.
- Existing employees will be able to request accommodations through People & Culture.
- Any accommodations will be recorded on an Individual Accommodation Plan.
- Maintain a process to address return-to-work plans for employees who have been absent from work due to a disability.
- Maintain the company website with the most up-to-date Customer Service Accessibility Policy and Multi-Year Accessibility Plan.