

**Hoya Canada Human Resources**

Issued: July 12, 2023
Revision period: 2 Years
Latest revision: January 16, 2026

Human Resources Focus:**04-011 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
(AODA) MULTI-YEAR ACCESSIBILITY PLAN****CONTENTS:**

1. Statement of Commitment
2. Accessibility Policies
3. Section 1
4. Section 2
5. AODA Standards Not Applicable
6. Document Change History

PROPRIETARY INFORMATION

INFORMATION CONTAINED HEREIN IS THE PROPERTY OF HOYA VISION CARE CANADA. REPRODUCTION DISCLOSURE OR USE THEREOF IS PERMISSIBLE ONLY AS PROVIDED BY CONTRACT OR AS EXPRESSLY AUTHORIZED IN WRITING BY HOYA.

1. STATEMENT OF COMMITMENT

HOYA Vision Care Canada is committed to providing a barrier-free environment for our customers, employees and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Our organization has made a commitment to being increasingly accessible not only because it is a legal obligation, but also because it aligns with our values. We believe we have an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone.

We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, and training for employees. Specifically, we are committed to:

- Ensuring that employees, who develop policies, hire/manage staff and/or provide goods and services to customers are aware of the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Ensuring that our employment practices including (but not limited to) recruitment, candidate evaluation, and selection provide accommodation as needed and that employees and applicants are aware that accommodation is available.
- Ensuring that our emergency plan includes accommodation for any employee requiring it, and that these plans are available upon request.
- Ensuring that individual workplace accommodation plans are developed and implemented as required.
- Ensure that the needs of individuals with disabilities are addressed as soon as possible and are treated with dignity and independence.
- Ensuring our compliance with the Customer Service Standard.
- Ensuring our compliance with the Integrated Accessibility Standards Regulation, including the development and implementation of a multi-year plan addressing how our company intends to continually improve in terms of accessibility for all.

The multi-year accessibility plan outlines the specific steps HOYA Vision Care is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation.

2. ACCESSIBILITY POLICIES

For more information on HOYA Vision Care Canada's accessibility policies and procedures, or to view the most current versions, please visit our [website](#).

3. SECTION 1: REPORT ON MEASURES ALREADY IMPLEMENTED

HOYA Vision Care is committed to meeting all requirements under the Accessibility for Ontarians with Disabilities Act (AODA). We continuously implement initiatives to enhance accessibility across our organization and ensure compliance with all applicable standards. We will continue to uphold our commitment to accessibility and inclusivity as new requirements are introduced.

REGULATION	AODA Requirement	Compliance Status
General Requirements	Create and maintain written accessibility policies and make it public	Compliant
General Requirements	Develop and post a Multi-Year Accessibility Plan (update at least every 5 years)	Compliant
General Requirements	Provide training on AODA, IASR, and Ontario Human Rights Code to all Ontario based employees Maintain a record of training	Compliant
General Requirements	Self-service kiosks, HOYA self service kiosks are for employee use only. HOYA will make provisions for any employee with a disclosed disability.	Compliant
Customer Service Standard	Provide accessible customer service	Compliant
Customer Service Standard	Allow service animals and support persons	Compliant
Customer Service Standard	Establish an accessible feedback process	Compliant
Information and Communications Standard	Ensure websites and web content meet WCAG 2.0 Level AA	Compliant
Information and Communications Standard	Provide accessible formats and communication support upon request	Compliant
Employment Standard	Make recruitment and hiring processes accessible	Compliant

Employment Standard	Notify applicants that accommodation is available for applicants with disabilities during the recruitment process upon request. Inform employees that accommodation is available and will be provided throughout the employment lifecycle upon request.	Compliant
Employment Standard	Individual Accommodation and Return-to-work Plans - Develop individual accommodation plans and return-to-work plans	Compliant
<i>Accessibility Reports</i>	File accessibility reports based on stated deadlines in the AODA	Compliant

4. SECTION 2: REPORT ON PLANNED MEASURES TO IDENTIFY, REMOVE AND PREVENT BARRIERS

HOYA aims to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) by identifying, removing, and preventing accessibility barriers required by law. This section outlines the measures planned to ensure compliance with AODA standards and maintain accessibility in our policies, practices, and spaces.

To achieve compliance, we have identified several key areas that require review and implementation. The following measures outline where updates and improvements will be made to meet AODA requirements.

I. Employment Standard

a. Documented Individualized Emergency Response Plans

Commitment

Develop and maintain accurate and inclusive emergency response plans that address the needs of all employees including employees who have disclosed disability. This includes regularly reviewing and updating plans to ensure they remain current and effective.

Planned Actions

- Develop an emergency response plan that is up to date and inclusive of employees who have disclosed disability.
- Establish a process for ongoing updates during key transitions such as onboarding, changes in accommodation needs, job role changes, or office relocations.
- Provide training for managers on creating, implementing, and maintaining individualized emergency response plans.

II. Compliance Reporting

a. File Accessibility Compliance Report

Commitment

File an Accessibility Compliance Report with the Government of Ontario every three years to confirm compliance with AODA standards. Past deadlines were December 31, 2020, and December 31, 2023, with the next deadline on December 31, 2026.

Planned Actions

Maintain a compliance calendar and assign responsibility for timely reporting. Review all accessibility policies and practices before each reporting period to ensure accuracy. Implement a reminder system and keep records of submitted reports for audit purposes.

REGULATION	AODA Requirement	Compliance Deadline	Status
Employment Standard	Develop emergency response plans that ensure inclusion of employees who have disclosed a disability and require individualized workplace emergency procedures.	December 31, 2026	Ongoing
Compliance Reporting	File Accessibility Compliance Report every 3 years (Past: Dec 31, 2020; Dec 31, 2023; Next: Dec 31, 2026)	Every 3 years	In Place Ongoing

5. AODA STANDARDS NOT APPLICABLE

HOYA Vision Care, Canada is committed to meeting AODA obligations. That said, a few standards under the legislation are not relevant to our business activities, below, we detail these standards.

Requirements under the Transportation Standard

- This standard does not apply to HOYA Vision Care, Canada.

Requirements under the Acquisition of Goods, Services, or Facilities

- This standard does not apply to the private sector including HOYA Vision Care, Canada.

Requirements under the Built Environment Standard

- The Design of Public Spaces (Built Environment) Standard does not apply as the organization does not construct or redevelop public spaces.

6. DOCUMENT CHANGE HISTORY

Revision Date [DD/MM/YYYY]	Nature of Revision	Document Review Participants
12/07/2023	Document original issuance	Renata Correia, Director of Human Resources
02/08/2024	Document update	Renata Correia, Director of Human Resources
11/07/2025	Document under review	Renata Correia, Director of Human Resources
16/01/2026	Document update	Renata Correia, Director of Human Resources