

Accessibility Plan and Policies for Roche Canada

This 2014-21 accessibility plan outlines the policies and actions that Roche Canada will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Roche Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Roche Canada is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary.

Training

Roche Canada will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Measures taken between 2011 and 2013

All Roche employees received training on our policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. This training continues to be provided to new employees as part of their onboarding. Roche will confirm that any staff of third parties acting on our behalf have received training on serving our customers with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures

Measures planned for 2014 and beyond

Roche Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Invite employees with disabilities to join or consult to the Accessibility Committee for input or feedback on the training materials
- Assign relevant mandatory training to all our employees
- Conduct compliance audits to ensure employees have completed training

Information and communications

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

Roche Canada will make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014

Roche will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

Roche will ensure all publicly available information is made accessible upon request by January 1, 2016.

Roche will make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.

Measures taken between 2011 and 2013

- Roche Canada conducted an audit of its websites and content. For any content that would be live as of January 1, 2014, Roche has conformed to WCAG 2.0, Level A.
- Roche's internal approval process for creation of web content includes conforming to WCAG 2.0, Level A.
- An internal communications triage process has been created for any customer feedback or requests.
- Roche Canada has embedded WCAG 2.0, Level AA requirements into our approval process for any external web content

Measures planned for 2014 and beyond

- Continue to ensure that all new web content will conform to WCAG 2.0, Level A.
- Invite employees with disabilities to join or consult to the Accessibility Committee to determine information and communication needs.
- Ensure that mobile apps conform to WCAG 2.0 Level A.
- Roche will continually assess the effectiveness of the triage process.

Employment

Roche is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Include information about accommodations for applicants with disabilities in the job posting
- Inform those candidates who are invited to participate in interviews that they can request accommodation for disabilities
- Notify successful applicants of our policies for accommodating employees with disabilities as part of their onboarding
- Keep interview formats flexible so that applicants of all abilities can participate

Roche will continue its current process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Roche will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes, and will prevent and remove other accessibility barriers identified.

Measures taken between 2011 and 2013:

Roche has a history of managing accommodation, modified work and return-to-work plans as required. Each employee's unique needs are considered in consultation with the employee, their manager, and Human Resources to determine the optimal plan.

Measures planned for 2014 and beyond

Roche will:

- Continue its practice of working on a case-by-case basis with all employees who require accommodation, or modified work, or who have been absent due to disability. Our Human Resources team and benefits suppliers work with each employee and their manager to ensure the employee's specific needs are taken into account as a customized return-to-work plan is created.
- Continue to review existing relevant policies to ensure they conform to Ontario's Accessibility Laws.
- Inform managers and employees of our accessibility policies and provide accessible formats or processes as requested.
- All mandatory Training programs will be made accessible as required
- If an employee requires accommodation or accessible formats, Roche will consult with the employee to provide a format that suits their needs.
- Invite employees with disabilities to join or consult to the Accessibility Committee to identify existing accessibility barriers and provide feedback and input on preventing or eliminating the barriers

Design of Public Spaces

Roche will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

- In 2013, Roche moved to a new facility that was designed to meet or exceed Accessibility Standards as currently outlined. Features such as curb ramps, sidewalk requirements, accessible picnic tables, and accessible parking spaces have been integrated into our public space.

Roche will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- As part of our ongoing maintenance protocol, accessibility-related equipment and features will be maintained regularly
- In the event of a service disruption, we will notify the public of the service disruption and alternatives available

For More Information For more information on this accessibility plan, please visit us at <http://www.rochecanada.com> or contact us at:

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