



KONICA MINOLTA

**ACCESSIBILITY FOR
ONTARIANS WITH
DISABILITIES ACT**

KONICA MINOLTA BUSINESS SOLUTIONS (CANADA) LTD.

MAY 2023

OUR VISION AND CORE VALUES



OUR ACCESSIBILITY STATEMENT

KONICA MINOLTA is committed to providing accessible products and services to all individuals, including those with disabilities. We strive to meet the accessibility requirements of the Accessibility for Canadians with Disabilities, utilizing the Ontarians Act (AODA) as a baseline for all provinces in Canada.

We have implemented policies and procedures to ensure that our products and services are accessible to everyone, including those with disabilities. Our employees receive training on accessibility, and we regularly review and update our accessibility policies and practices to ensure they meet the evolving needs of all our customers.

OUR BUSINESS SERVICES ACCESSIBILITY STATEMENT

KONICA MINOLTA manufactures devices that are accessible to anyone – regardless of their age, gender, ethnicity, experience, body frame and/or special needs.

KONICA MINOLTA continues to enhance the accessibility of our programs and services through feedback of our employees, clients, and partnerships within the communities we serve.

We strive to ensure that we are consistently increasing our awareness of the needs of people to ensure KONICA MINOLTA is meeting all requirements of the communities we serve across Canada.

MESSAGE FROM THE PRESIDENT

KONICA MINOLTA Business Solutions (Canada) Ltd., a leading national technology provider, is committed to providing a healthy, safe and inclusive work environment for all of our employees and customers, partnering with the communities that we work in. Not only must we be individually and collectively responsible and accountable for what we do, all our actions should contribute to the creation of a sustainable society, while continuously maintaining the highest Health and Safety standards within the workforce, our customer base and our communities across the country. In doing so, we remain committed to our core values in embracing the principles of dignity, independence, opportunity, integration and inclusion.

KONICA MINOLTA is dedicated in pursuing and maintaining the highest Health and Safety standards; providing accessibility and a safe environment for all persons and identifying and removing all barriers that are not in-line with our company core values.

While AODA is centered around Ontario provincial guidelines, KONICA MINOLTA prides itself in taking it a step further and has implemented the ACT on a national basis, across all its' facilities from coast to coast.

KONICA MINOLTA is committed to providing services which are accessible to all persons. This plan highlights the obligations under the Accessibility for Ontarians with Disabilities Act and our accomplishments as we move forward in meeting the needs of all our employees, customers and communities now and in the future.

Mario Mottillo
President
KONICA MINOLTA Business Solutions (Canada) Ltd.



STANDARDS OF THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The purpose of the Accessibility Standards Act is to move organizations in Ontario forward on accessibility.

The standards set out and measure, policies, practices and/or other requirements for the identification and removal of barriers with respect to goods and services, information, facilities, accommodation, employment, buildings, structures, premises, or other such things as may be prescribed and for the prevention of the erection of barriers. They also require the persons or organizations named or described in the standard to implement those services, policies, practices, or other requirements within the time periods specified in the standards.

The Accessibility for Ontarians with Disabilities Act has developed and implemented five standards which will provide regulatory compliance.

5 Standards Related to AODA include:

Customer Service

Employment

Information &
Communications

Transportation

Design of Public Spaces

CUSTOMER SERVICE

The KONICA MINOLTA President has released a statement of commitment regarding KONICA MINOLTA's mandate to provide our employees and clients access to information, services, and facilities. In situations where additional information is required, it will be provided in a timely manner.

Accessibility Plans

KONICA MINOLTA has created a multi-year plan and an annual status report which will serve to outline our strategies and will measure our progress in order to prevent and remove barriers. KONICA MINOLTA will continually seek input from employees and clients to assist KONICA MINOLTA in a process improvement program as it relates to accessibility.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Training

KONICA MINOLTA has provided training regarding the AODA, Workplace Violence, and on Human Rights Code as it pertains to this legislation to all employees including staff under contract. KONICA MINOLTA manages and monitors compliance in this area, recording completion dates of training for all new employees. Training is delivered to employees through an electronic learning management system Bis Trainer. Completion and compliance is managed through this web site to ensure compliance is met.

Feedback

KONICA MINOLTA has implemented a feedback process for clients and employees through our web site <https://konicaminolta.ca/en/business/support/contact> and in paper copy at all facilities. All feedback is responded to by the appropriate department.

Accessible Formats and Communication Supports

KONICA MINOLTA provides accessible formats that are available upon request in a timely manner. The costs will be no more than charged to any other person.

Individualized Workplace Emergency Response Plan

KONICA MINOLTA is committed to safety and working with its' Landlords on safety plans for all sites in Ontario. Accessible emergency plans are hosted by our landlord and our posted within our Facilities. Employees with disabilities have been provided with an individual emergency plan.

Website Accessibility

KONICA MINOLTA website is compliant with the:

World Wide Web Consortium Web Content Accessibility Guidelines.

KONICA MINOLTA Information and Technology Department will continue to monitor changes and suggestions to ensure ongoing compliance.

HUMAN RESOURCES

Recruitment and Selection

During the recruitment process, KONICA MINOLTA shall notify job applicants, the public, and internal employees about the availability of accommodation for persons with disabilities.

Requests for Accommodation

Upon request, the employer will consult with the requestor and provide suitable accommodation to enable their participation in the recruitment and selection process to eliminate barriers without placing undue hardship on KONICA MINOLTA's business operations.

The accommodation request may be written or oral. The accommodation request can be made directly to the Talent Acquisition Specialist or any member of the Human Resources Team via email: hr@bt.konicaminolta.ca. Other individuals (such as family members) may seek accommodation on the requestors behalf.

Requestors are expected to cooperate fully with KONICA MINOLTA in an "interactive process" aimed at determining what accommodation may be available. Failure to cooperate with KONICA MINOLTA in the interactive accommodation process may result in being unable to provide accommodation. The interactive process is a dialogue and exchange of information between a KONICA MINOLTA representative and the person requesting accommodation.

Undue Hardship

An accommodation measure would be so costly or disruptive that it would fundamentally alter the nature of operation of the business and/or create health and safety risks. Note: Business or other circumstances can change in such a way that it can become an undue hardship to continue to provide a particular accommodation.

Notice to Successful Applicants

When making offers of employment, organizations shall notify the successful applicant of its policies for accommodating employees with disabilities.

Individual Accommodation Plans

KONICA MINOLTA shall establish a written policy for the development of individualized accommodation plans for employees with disabilities.

Return To Work Process

KONICA MINOLTA shall develop and have in place a return-to-work process for employees who have been absent due to a disability and require a return to workplace accommodation. The process shall document individual accommodation plans and outline the steps the employer will take to facilitate the return-to-work of the employee.

TRANSPORTATION

Not in Scope for KONICA MINOLTA

Accessibility Standard for the Design of Public Spaces

KONICA MINOLTA has been committed to providing accessible built environments which meet or exceed the standards of people who have a disability. In May 2016, KONICA MINOLTA relocated our Head Office to 5875 Explorer Drive, Mississauga Ontario. The design of the new Head Office was focused on compliance to AODA standards. In addition, KONICA MINOLTA standardized the AODA standards to all sites within Canada.

MULTI-YEAR ACCESSIBILITY PLAN

Although the plan has been completed, the plan and document are considered living processes to continually improve accessibility for all employees and customers.