



IDEXX Multi-Year Accessibility Plan

IDEXX is committed to ensuring equal access and participation for people with disabilities and to meeting the needs of people with disabilities in a timely manner. IDEXX will meet the needs of those with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”). The Integrated Standards Regulation 191/11 (“IASR”) under the AODA establishes standards to address barriers that people with disabilities face in employment as well as information and communications.

IDEXX strives to meet the needs of its employees and customers with disabilities and is working hard to prevent and remove barriers to accessibility. IDEXX’s 2023-2028 Multi-Year Accessibility Plan outlines the strategies to prevent and remove barriers to address the current and any future requirements of the AODA.

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

- Establish, review, and update this Plan in consultation with persons with disabilities;
- Post the Plan on the IDEXX website www.idexx.ca.
- Provide the plan in an accessible format upon request;
- Review and update the plan at least once every five (5) years or as required.

All IDEXX employees are committed to communicating with people with disabilities in a way that takes their disability into account.

IDEXX, to date, has completed the following:

- Created an AODA Policy and Plan to identify and address any barriers.
- Posted the Policy and Plan on our website.
- Added training on AODA requirements to our existing employee trainings and created a plan to train current and new employees moving forward;
- Designated accessible parking, installed an elevator, and installed an accessible washroom.
- Set up methods to receive and address any public or customer requests in a timely and appropriate manner.
- Committed to fair and accessible employment practices by accommodating reasonable requests during recruitment and when people are hired and established methods for requesting accommodations during the application process.



- Established means for employees to request accommodations through a third-party to ensure confidentiality.
- Committed to the development and implementation of accommodation plans for employees.
- Committed to using accommodating performance management and career development processes if requested.
- Committed to preventing and removing other accessibility barriers when identified.
- Accessible Emergency Information

IDEXX is committed to providing customers with publicly available emergency information in an accessible way upon request. In addition, IDEXX is undertaking steps to bring idexx.ca into conformance with World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA. We will also provide IDEXX employees with disabilities with individualized emergency response information when necessary.

IDEXX has established internal training for existing team members and will commit to training existing team members and new team members and others who deal with the public or third parties on our behalf on:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirement for the Customer Service Standard.
- An overview of the Integrated Accessibility Standards.
- The purpose and requirements of IDEXX's Policy, including any changes or updates to the Policy or any of the practices and procedures included.

In accordance with the AODA, this plan will be reviewed and updated at least once every five (5) years.