



Employment Standards Policy

IDEXX is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, IDEXX respects and upholds the requirements in the Accessibility for Ontarians with Disabilities Act, 2005, and associated regulations.

IDEXX understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, our procedures, training provided, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible environment is an effort we are committed to as an organization. We strive to work with the necessary parties to make accessibility for all a reality.

Training Requirements for Employees

IDEXX will provide training regarding the IASR and the Ontario Human Rights Code. Training will be provided to individuals who are responsible for developing the companies' policies, Human Resources team members who interact with employees in Ontario, and all other people who provide services on behalf of IDEXX to customers in Ontario.

Training will be provided to new employees who are in one of the above categories as they join IDEXX, when there are changes to the accessibility legislation requiring additional training, and if there are significant changes to this policy. IDEXX will maintain training records including who received the training and the dates it was provided.

Recruitment and Hiring

Applicants who request an accommodation for a disability will be informed of accommodations that are available for the interview process. If an accommodation is requested, IDEXX will discuss the request with the applicant and provide accommodations in a manner that considers the applicant's accessibility needs due to a disability.

Accessible Communications for Employees

If an employee with a disability requests it, IDEXX will provide accessible formats and communication support for information needed to perform their job as well as information that is generally available to all employees in the workplace.



Workplace Emergency Response Information

Where required, IDEXX will create individual workplace emergency response plans for employees with disabilities in consultation with those employees. In cases where an employee requires assistance in an emergency, and with the consent of the employee, IDEXX will provide any necessary information to a designated person who is able to aid in the event of an emergency. Additionally, this information will be reviewed when an employee relocates, the accommodation needs are reviewed, or IDEXX updates or reviews the general emergency response plans.

Individual Accommodation Plans for Persons with Disabilities

IDEXX works with a third-party company, Carelogix, to develop individual accommodation plans for employees with disabilities that consider an individual's needs. Employees who need to request an accommodation should notify their leader and engage with Carelogix to begin the accommodation process.

Return to Work Process

IDEXX will work with employees with return to work plans due to a disability who require an accommodation.

Performance Management and Development

IDEXX will consider the accessibility needs of employees with disabilities during the performance management process and when discussing career development.

This policy will be reviewed regularly to ensure that it reflects current practices and legislative requirements.



Customer Service Accessibility Policy:

The Customer Service Accessibility Policy applies to employees, agents, and contractors who provide services to customers within IDEXX or on its behalf (“employees”). The policy complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). IDEXX is committed to providing appropriate customer service to those with disabilities.

When communicating or providing information or services to a person with a disability, IDEXX will do so in a manner that takes the person’s disability into account.

Employees will respond to customers requiring accessible customer service in a respectful manner, with the appropriate accessibility tools that IDEXX has available.

Accessible Formats and Communications Supports

Upon request and in consultation with the person making the request, we shall provide, in a timely manner, accessible formats and communication supports for information and communication that considers the person’s disability.

If we are not able to meet an individual’s particular requirement, we will inform them and will work with them to determine an alternate method or will provide an explanation as to why the information or communication cannot be provided in an accessible format.

Feedback Process

Feedback may be provided through one of the following methods:

By email: accessibility@idexx.com

Our Customer Service Standards Policy is intended to meet the requirements of Accessibility Standards for Customer Service, ON Regulation 429/07

Employee Training and Education

We are committed to training relevant employees in accessible customer service, Ontario accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Specifically, we will train:

- a. All persons who participate in developing the organization’s policies; and
- b. All other persons who provide goods, services, or facilities on behalf of the organization to customers in Ontario



Training of our employees on accessibility relates to their specific roles. Training includes:

Review of IDEXX's Customer Service Accessibility Policy

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with persons with disabilities
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities

All current employees in Ontario and those who interact with customers in Ontario will be trained on the IDEXX policy, practices, and procedures that affect the way services are provided to customers with disabilities. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

Notice of Temporary Service Disruption

IDEXX will provide customers with notice in the event of a planned or unexpected disruption in the services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Anyone working for IDEXX who is not employed directly by IDEXX shall undergo training by their employer as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as a condition to providing services to IDEXX customers.