



Accessibility at Ericsson in compliance with Accessibility for Ontarians with Disabilities (AODA)

Ericsson is committed to the inclusion of individuals with disabilities and compliance with the Accessibility for Ontarians Disabilities Act (“AODA”)

- ***What is the AODA?***

The AODA is legislation that is intended to make Ontario, Canada accessible for persons with disabilities on or before 2025. The AODA provides for the development, implementation and enforcement of standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. The standards are intended to remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

- ***What is Ericsson doing to comply with the AODA?***

- Ericsson believes that a diverse workforce is a strong, competitive, innovative and resilient workforce. Ericsson has a focused strategy aimed at ensuring that our employee base and our leadership teams are as diverse as the world in which we operate.
- Ericsson prohibits discrimination based on disability, and abides by all applicable laws regarding non-discrimination, including the AODA. Ericsson uses merit, qualifications, and other job-related criteria as the sole basis for all decisions affecting employees. Ericsson will reasonably accommodate the known mental or physical limitations of an otherwise qualified individual with a disability.
- Ericsson’s workplace culture also extends to our customers, visitors and suppliers.
- In working to make Ericsson more accessible for all, Ericsson has taken the following actions:
 - Ericsson has implemented a [policy](#) relating to accessibility for individuals with disabilities to goods and services, which expresses Ericsson’s commitment to

- improving access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to access the goods and services provided by Ericsson to its customers in Ontario, Canada.
- Ericsson has established a process by which individualized accommodation plans may be implemented, as needed, for employees in job duties, performance management, career development, redeployment, and other job-related matters.
 - Ericsson has instituted a procedure by which employees may obtain emergency assistance, if needed.
 - Ericsson assists employees with return to work plans, including re-integration into the workplace.
 - Ericsson continues to work on:
 - making its websites more accessible, including planned compliance with the Web Content Accessibility Guidelines no later than January 1, 2021;
 - ensuring that any feedback mechanisms may accept feedback from individuals with disabilities, should they request to do so, no later than January 1, 2015;
 - communicating in an accessible manner about our goods, services, or facilities to people with disabilities, on request, no later than January 1, 2016;
 - ensuring appropriate accommodations are available to job applicants in the application and interview process, no later than January 1, 2016;
 - providing training to every Ericsson employee in Ontario on the AODA, no later than January 1, 2015.
- ***Where can I find more information on the AODA?***
 - You may learn more about the AODA on the Ontario Ministry of Community and Social Service [website](#).
 - ***Who do I contact for more information or to provide feedback?***
 - You may provide feedback verbally (in person or by telephone) or in writing (via hand-delivery, facsimile, mail or email) in the following manner:
 - Mississauga Office: 200-2425 Matheson Blvd E - Mississauga, Ontario L4W 5K4 Canada. Telephone (905) 268.2005. Facsimile No. (905) 268.2010.
 - Ottawa Office: 349 Terry Fox. Ottawa, Ontario K2K 2V6 Canada. Telephone (613) 963.8987. Facsimile No. (613) 963.8996.
 - <http://www.ericsson.com/contact>.