

# Ontario AODA Integrated Standards Policy & Procedure

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Business Function: Human Resources

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## 1.0 Our Mission

From silicon to software, the Juniper story is one of intelligent people creating solutions that challenge the status quo. We connect everything and empower everyone.

## 2.0 Our Commitment

In fulfilling our mission, and consistent with our stated values of conducting business ethically, with integrity and good corporate governance, Juniper Networks Canada Inc. (Juniper) strives always to find, hire, and support employees in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same ability to access opportunities as other employees.

## 3.0 Scope

The scope of the AODA Integrated Standards Policy applies to all persons employed at Juniper, with specific applicability in the Ontario, Canada facilities, and includes all customers, contractors and visitors.

## 4.0 Definitions

**AODA** stands for "Accessibility for Ontarians with Disabilities Act".

**Accessible Formats** include, but are not limited to:

- Large print
- Recorded audio and electronic formats
- Braille
- Other formats usable by persons with disabilities

**Communication Supports** include, but are not limited to:

- Captioning
- Alternative and augmentative communication supports
- Plain language
- Sign language
- Other supports that facilitate effective communications

**Communications** is defined as the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Disability** covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time.

Disabilities include:

- Physical, mental and learning disabilities
- Mental disorders
- Hearing or vision disabilities
- Epilepsy
- Mental health disabilities and addictions
- Environmental sensitivities
- Other conditions

The Ontario Human Rights Code defines a disability as:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## 5.0 Employing People with Disabilities

Juniper is committed to excellence in employing people with disabilities and we will carry out our functions and responsibilities in the following areas:

### 5.1 Hiring Standards

Juniper is committed to finding and employing persons with disabilities. We will advertise all jobs in ways that allow persons of all abilities to identify opportunities and apply regardless of their abilities.

All job applicants will be notified in writing or on the Careers page of our website of the availability of accommodations for applicants with a disability that may or may not be visible.

Applicants will be informed that accommodations will be available upon request for interviews, testing, and other selection methods, and are directed to request accommodations via email or telephone when applying or inquiring about employment with Juniper Networks.

All successful applicants will be made aware of the policies and support for accommodating employees with disabilities.

### 5.2 Accessible Formats and Communication Supports

Upon request, Juniper will provide accessible formats and communication support for information needed for an employee to do their job and information that is generally available to all employees.

We are committed to providing fully accessible telephone service to our employees and internal customers. We will train staff to communicate with employees and internal customers over the telephone in clear and plain language and to speak clearly and slowly.

### 5.3 Documented Individual Accommodation Plans

We are committed to working with any employees who identify as having a disability. As such, we will work with employees to develop and implement a process for documenting individual accommodation plans for employees with disabilities. We will work with the employee in the development of a plan that meets their individual needs and that ensures the employee is able to perform the essential duties of their position. We will also work with the employee to determine when the plan should be reviewed or updated.

We will also ensure that steps are taken to protect the privacy of the employee's personal information and that all means of accommodation are based on the employee's accessibility needs.

### 5.4 Plans and Processes

We will tailor workplace response plans to accommodate people with disabilities. We will also provide this information to employees with disabilities upon request. All steps will be taken to ensure the privacy of the individual's personal information.

### 5.5 Policy Portal

We will provide an online Policy Portal to allow all employees access to work related documentation such as policies, procedures and forms in electronic format.

### 5.6 HR Compliance

We will provide an internal team to support and refer employees who require accommodation or assistance, and who would like to provide feedback on accessibility or input to our employment processes. Juniper's HR Compliance team is accessible by email at [HR-Compliance@juniper.net](mailto:HR-Compliance@juniper.net) and telephone +1 (408) 936-4357 and incorporates accessibility features to enable and inform all employees.

## 6.0 Training/Implementation

Juniper will provide training to all employees, volunteers and others who are involved in recruiting, hiring, promoting, as well as developing and approving policies, practices and procedures. Individuals in the following positions will be trained:

On-site and off-site departmental and area managers with hiring responsibilities, human resources, administrative and facilities staff, including HR Connect Helpdesk and Compliance staff, as well as on-site and off-site staff who develop or approve policies, practices and procedures.

This training will be provided within three months after staff commence their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards Regulation
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

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- How to use any equipment or devices available on our premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Juniper's job postings or other employment tools.
- Juniper's policies, practices and procedures relating to the integrated accessibility standard.

Applicable staff will be trained on policies, practices and procedures that affect the way employees are found, hired, and supported. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

## 7.0 Feedback

The ultimate goal of Juniper is to meet and surpass expectations while supporting persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Juniper finds, hires, and supports people with disabilities can be made by mail, email, online, telephone, or in-person to your on-site supervisor or manager at our locations below. Feedback may also be emailed directly to [HR-Compliance@juniper.net](mailto:HR-Compliance@juniper.net). All feedback received will be directed to [HR-Compliance@juniper.net](mailto:HR-Compliance@juniper.net). Employees can expect to hear back within fifteen days.

Juniper Canada (Juniper Networks Canada)  
100-340 Terry Fox Drive  
Kanata, Ontario, Canada K2K 3A2  
Telephone: 1-613-591-2700

Juniper Optical (Ontario-Kanata Optical)  
200-1000 Innovation Drive Kanata, Ontario, Canada K2K 3E7  
Telephone: 1-619-287-1700

Complaints may be submitted by emailing [HR-Compliance@juniper.net](mailto:HR-Compliance@juniper.net) or calling the Ethics Helpline at +1 (855) 410-5445 or emailing [EthicsHelpline@juniper.net](mailto:EthicsHelpline@juniper.net).

## 8.0 Modification to this Policy/Other Policies

We are committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Juniper that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## 9.0 Questions About this Policy

This policy exists to achieve service excellence to employees with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by the employee's direct manager, or referred to [HR-Compliance@juniper.net](mailto:HR-Compliance@juniper.net).

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## 10.0 References

- Accessibility for Ontarians with Disabilities Act, 2005 – Ontario Regulation 191/11 – Integrated Accessibility Standards
- Ontario Human Rights Code
- Ontario Human Rights Commission

## Document History

Version	Author	Effective Date	Changes
1.0	Jennifer Leung	03/14/17	Initial Implementation
2.0	Lisa Pimentel	06/07/20	Policy Name & Template Updated