

# McKesson Canada – Multi-Year Accessibility Plan (AODA)

## Introduction & Statement of Commitment

McKesson Canada is committed to providing an inclusive, accessible, and barrier-free environment for employees, customers, partners, and the public. Accessibility is fundamental to dignity, independence, and equal opportunity.

We comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) by:

- Maintaining accessibility policies and a multi-year accessibility plan to identify, prevent, and remove barriers.
- Providing accessibility and human rights training.
- Ensuring information, communications, and digital content are accessible or available in alternative formats upon request.
- Supporting barrier-free employment practices, including accessible recruitment, accommodation processes, and individualized supports.
- Integrating accessibility considerations into decision-making, operations, products, and services.

Accessibility is a shared responsibility across McKesson Canada. This Multi-Year Accessibility Plan is routinely reviewed and updated to support continuous improvement.

## Application

This plan applies to all employees, volunteers, contractors, visitors, and clients of McKesson Canada in Ontario.

McKesson Canada implements strategies to prevent and remove barriers under the following standards:

- Customer Service
- Employment
- Design of Public Spaces
- Information & Communications
- Training & General Requirements

## Accessible Customer Service

McKesson Canada is committed to providing accessible customer service. Communication is delivered in ways that consider individual accessibility needs, with alternative formats available upon request.

**Assistive Devices:** Individuals may use their own assistive devices when accessing McKesson Canada's facilities, goods, or services. Where a device cannot be permitted due to health, safety, or security requirements, McKesson Canada will explain the reason and work with the individual to provide alternative accessible arrangements.

**Service Animals:** Service animals are permitted in all areas open to the public or third parties, unless excluded by law. Where the need for a service animal is not readily apparent, documentation from a regulated health professional may be requested, as permitted under AODA.

**Support Persons:** Individuals with disabilities may be accompanied by a support person. Access will only be limited where a significant and unmitigable health or safety risk exists. In such cases, McKesson Canada will consult with the individual and provide equivalent alternative support at no additional cost. Any applicable third-party event fees will be communicated in advance

## Employment

McKesson Canada is committed to fair and accessible employment practices throughout the employee lifecycle. Job postings indicate the availability of accommodation during recruitment, and new employees are informed of accommodation policies upon hire.

Individual Accommodation Plans are developed and reviewed in consultation with employees. A documented return-to-work process supports employees returning from disability-related absences. Performance management, career development, and redeployment processes consider accessibility needs and accommodation plans.

## Design of Public Spaces

McKesson Canada ensures that applicable technical requirements for the design of public spaces are met, including:

- Outdoor eating areas
- Exterior paths of travel
- Accessible parking
- Service counters, waiting areas

## Information and Communication

McKesson Canada is committed to making information and communications accessible. Public-facing digital content is designed to meet applicable IASR requirements, and accessible formats are available upon request.

Emergency procedures and safety information are provided in accessible formats upon request. Individualized workplace emergency response plans are developed for employees requiring accommodation and reviewed regularly

McKesson Canada provides timely public notice of temporary disruptions to facilities or services used by persons with disabilities. Notices include the reason for the disruption, its expected duration, and available alternatives, where applicable.

## Training

McKesson Canada provides training on accessibility requirements under the IASR and the Ontario Human Rights Code to all employees, volunteers, contractors, and others acting on its behalf. Training is appropriate to an individual's role, documented, and refreshed as needed.

## Feedback Process and Contact Information

McKesson Canada maintains an accessible feedback process. Feedback may be provided in multiple formats, and responses will be delivered in an accessible format upon request.

For accessibility inquiries, feedback, or accommodation requests:

- Please email: [accessibility@mckesson.ca](mailto:accessibility@mckesson.ca)
- Send a letter to Human Resources at McKesson Canada, 4705 Dobrin St., Saint-Laurent, Quebec, H4R 2P7

## Definitions

**Assistive device:** any technical aid, communication device, or other instrument used by a person with a disability to maintain or improve their functional abilities, including devices that assist with mobility, seeing, hearing, communication, breathing, remembering, or reading.

**Disability:** as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, including physical, mental, developmental, learning, or cognitive impairments, mental disorders, and injuries, whether permanent or temporary, and includes reliance on assistive devices, service animals, or other supports.

**Support person:** an individual, whether paid or unpaid, who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods, services, or facilities.

**Service animal:** an animal used by a person with a disability for reasons related to the disability, where it is either readily apparent that the animal is providing assistance or the person provides documentation from a regulated health professional confirming the requirement. Service animals are permitted in areas open to the public unless excluded by law.