

Ontario Multi-Year Accessibility Plan

Policy Number: N/A

Effective Date: June 2021

Next Revision Date: June 2025

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Business Function: Human Resources

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Ontario Multi-Year Accessibility Plan

Juniper Networks Canada, Inc.'s Accessibility Plan and Policies

Purpose

This 2021-2025 accessibility plan outlines the policies and actions that Juniper Networks Canada, Inc. (Juniper) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Juniper is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Accessible Emergency Information

Juniper is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Juniper will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Records of the training provided and individuals who received training will be maintained. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members and incorporates:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard (CS) and Integrated Accessibility Standards Regulations (IASR) as well as the Human Rights Code, as it pertains to disability
- Juniper's CS and IASR Policies
- 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 support person
- How to use equipment or devices that may help with providing goods or services to people with disabilities
- What do to if a person with a disability is having difficulty accessing Juniper's products and services
- An employee's rights under the AODA and the Human Rights Code
- Responding to requests for accommodation under the AODA and the Human Rights Code

Training is provided to new employees within 3 months of commencement of employment and existing employees are provided refresher training every 24 months.

Juniper will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Train sales, customer service, managers, service and other front-line staff on AODA Customer Service Standards and the Human Rights Code as it relates to people with disabilities.
- Train managers, human resources, benefits coordinators and those who are involved in the development of Juniper's policies on AODA Integrated Accessibility Standards Regulations and the Human Rights Code as it relates to people with disabilities.
- Provide all other staff with information pertaining to the AODA and Juniper's policies related to serving people with disabilities.

Kiosks

Juniper does not utilize kiosks. Should Juniper employ kiosks in the future, we will take steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communication

Juniper is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

While Juniper Networks Canada, Inc. locations do not manage a website, Juniper Networks, Inc.'s global website is compliant with Web Content Accessibility Guidelines (WCAG) 1.0.

The website is available to users who employ a screen reader, as well as those without JavaScript enabled. We regularly monitor and test the accessibility of our site and continue to work on improvements towards addressing any accessibility issues.

Juniper will continue to:

- Ensure all publicly available information is made accessible upon request
- Provide accessibility tips, recommend assistive devices
- Employ feedback processes that are accessible to people with disabilities upon request and invite feedback about our site accessibility and how we can improve.
- Improve and enhance Juniper's websites with focus on accessibility to achieve compliance with the WCAG 2.0, Level AA, subject to exclusions set out in the IASR.

Employment

Juniper is committed to fair and accessible employment practices. Juniper has published this commitment on the global and internal websites as well as the applicant pages, including detail about the availability of accessible formats and communication supports, and upon request, will provide or arrange for the provision of accessible formats in a timely manner.

We will take the following steps to notify the public and staff that, when requested, Juniper will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Continue to provide Careers pages and application processes that specify the availability of

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accommodations for applicants with disabilities during the recruitment and assessment process.

- Continue to provide the Juniper Employment Application Disability Helpline to provide support and accommodation upon request to applicants with disabilities.
- Upon request, consult with the applicant and arrange for suitable accommodation to enable them to perform all the essential duties of the position.
- Notify the successful applicant, when making offers of employment, of its policies for accommodating employees with disabilities.

Juniper has developed and will take the following steps to implement a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability:

- Inform employees of the availability of accommodation and return to work processes and how to access them.
- Train key stakeholders in the return to work and accommodation processes to work collaboratively to develop individualized plans that consider disability.
- Employ return to work and accommodation processes that consider disability, and continue to develop, monitor and improve processes where possible.

We will take the following steps to ensure the accessibility needs of employees with disabilities are considered during Juniper Networks' performance management, career development, advancement and redeployment processes:

- Ensure our documentation, policies and procedures related to performance management, career development and redeployment inform employees with disabilities of the availability of accommodation.
- Consider accessibility when making changes to our performance management, career development and redeployment processes.

Juniper Networks will continue to take the following steps to prevent and remove other accessibility barriers identified:

- Ensure future Ontario Occupational Health and Safety programs and Emergency Response Plan reviews incorporate accessibility considerations, including individualized emergency response plans for employees with disabilities.
- Ensure accessibility is a consideration in the development or improvement of future policies, procedures and practices in our Ontario, Canada locations.
- Ensure that any renovations take into account accessibility requirements, both under the AODA and any applicable Building Code, as well as general best practices developed in the industry.

For more information

For more information on this accessibility plan, please contact:

- Phone: +1 (877) 959-3456
- Email: HR-Compliance@juniper.net

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Review

This policy will be reviewed not less than every two years, but comments and suggestions are welcome at any time.

Accessible formats of this document are available upon request.

Document History

| Version | Author | Effective Date | Changes |
|---------|-----------------|----------------|-----------------------------------|
| 1.0 | Jennifer Leung | 04/24/17 | Initial Implementation |
| 2.0 | Lisa Pimentel | 06/07/20 | Policy Name & Template Updated |
| 3.0 | Jennifer Rogers | 06/25/21 | Review and update |