

Corporate Human Resources **Standard**

TITLE: Service Animal Standard
EFFECTIVE DATE: May 15, 2024

VERSION: 2

Service Animal Standard

Purpose

The purpose of this standard is to establish the policy, procedures to guide the uniform designation and administration of onsite service animal requests by Stryker Corporation, (“the company”). The company’s policy is to provide a safe and healthy work environment for all employees and visitors. Animals are generally prohibited from all Stryker locations and with the exception of approved service animals as defined below by Workplace Practices. Stryker recognizes that, in some circumstances, an individual with a disability may need the assistance of an onsite service animal as a reasonable accommodation under the Americans with Disabilities Act (ADA) and has established the following guidance regarding the use of service animals at a Stryker location. This policy ensures that individuals with disabilities, who require the use of a service animal as a reasonable accommodation, receive the benefit of work or tasks performed by such animals or the therapeutic support they provide.

Scope and Eligibility

This standard applies to all company employees and independent contractors who work at all U.S. Stryker locations, to the extent required by applicable law. If any provision of this standard does not comply with the state/local law applicable to a particular Stryker business unit, the company will interpret the standard in accordance with applicable state/local law. All other provisions of this standard will remain in effect. This standard will apply in conjunction with any requirements under Stryker’s ADA standard.

Key terms

Service Animal: A service animal is defined as an animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Such work or tasks include, but are not limited to, guiding people with visual impairments, alerting people with hearing impairments, pulling a wheelchair, or performing other duties. The work or task a service animal has been trained to provide must be directly related to the person's disability and assist them to perform the essential functions of their role. At this time, only may be approved as an onsite service animal. The company will not approve the use of emotional support animals at any Stryker location.

Roles and Responsibilities

Corporate: Workplace Practices team shall be responsible for ensuring that standard, including all associated forms, communication, guidance, training and documentation, are created, reviewed and approved, released and stored as required by company practice, and updated and interpreted in accordance with state and local requirements.

myHR: myHR shall be responsible for administering this standard in accordance with corporate and local requirements and entitlements, as directed by Workplace Practices.

Employees and Contractors: All employees and contractors in need of a service animal must timely contact myHR and provide all requested information and documentation. Failure to contact myHR and/or submit timely responses to requests for information may negatively impact the request. No service animal will be allowed on any company premises until approval and communications have been provided all necessary parties. In addition, an employee may not make “special arrangements” to have a service animal onsite with either his/her manager or HRBP.

Managers: Managers must contact myHR when an employee or contractor is requesting use of an onsite service animal. Managers should not discuss, consider, or approve any request for the use of a service animal, including questioning an employee about an approved service animal arrangement or discussing an employee’s use of a service animal with co-workers.

HR Business Partners: All HRBP’s must understand the process for requesting the use of an onsite service animal and must immediately direct all such requests to myHR.

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Accommodation: Under the Americans with Disabilities Act (ADA) and related state law, a qualified individual with a disability may require reasonable workplace accommodation(s) that allow the individual to perform the essential functions of his/her job. Such accommodation may include the use of a service animal at a Stryker location.

General Requirements

This standard will identify the company's general approach to requests for the use of service animals at Stryker's U.S. locations.

Eligible employees must direct all requests for onsite service animals to myHR and cannot bring a service animal to a Stryker location without prior approval from myHR. For additional information, please contact myHR at 877-795-2002.

1.0 Procedure

- 1.1 Requests.** Requests for the use of an onsite service animal must follow Stryker's process for requesting a workplace accommodation under the ADA or state law. Medical providers must support the employee's need for accommodation by:
 - 1.1.1 Verifying that the individual has a disability, as defined under federal or state law;
 - 1.1.2 Verifying that the service animal has the appropriate training and will not be a disruption in the workplace;
 - 1.1.3 Explaining what work or task(s) to be performed by the service animal to assist the individual; and
 - 1.1.4 Explaining why the use of a service animal is necessary for the individual to perform the essential job functions.
- 1.2 Training.** An employee will also be required to submit a signed statement from an animal trainer that certifies that the animal:
 - 1.2.1 Has been trained to and is capable of performing the work or tasks required by the individual to perform their essential job functions;
 - 1.2.2 Is well-behaved and will not endanger the health or safety of the individual with a disability or others in the workplace;
 - 1.2.3 Is free from offensive odors and displays habits appropriate for the workplace.
- 1.3 Recertification.** The company will require an annual recertification from the employee of the continued need for the service animal. It is the employee's responsibility to initiate the recertification process at least 30 days prior to the expiration date.
- 1.4 Disruptive.** At any point if the service animal is disruptive to the business, the employee or contractor will be contacted to discuss the issue with myHR.

2.0 Responsibilities of the Owner of a Service Animal

- 2.1 Service Animals must be under control.** A service animal must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the owner must maintain control of the animal at all times when on the employer's premises, through voice, signal or other effective controls.
- 2.2 Interference.** The owner is responsible for ensuring that the service animal does not unduly interfere with the work of coworkers or cause other difficulties for coworkers.
- 2.3 Responsibility.** The owner is responsible for the actions of the service animal, including any bodily injury or destruction of property caused by the service animal.

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- 2.4 **Necessity Notification.** The owner must promptly notify myHR in writing if and when the service animal is no longer needed. In addition, if the owner needs to replace the service animal, the owner must submit a new service animal request.
- 2.5 **Pests.** The owner's work area may be inspected for fleas, ticks or other pests at any time, and the owner must take all necessary steps to remediate any infestation and prevent future infestations.
- 2.6 **Nutrition and Sanitation.** The owner is responsible for the service animal's nutrition and for the sanitary handling of the animal's waste. The owner must toilet the animal in areas designated by the Facilities manager, consistent with the reasonable capacity of the owner. Solid animal waste must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside trash dumpsters.
- 2.7 **Vaccination.** The owner is responsible for securing all necessary immunizations for the service animal prior to bringing the animal onsite. Dogs must have current vaccination against rabies and wear a rabies vaccination tag, and any and all local licensing requirements must be adhered to. The documentation must be provided to myHR as part of the request for accommodation.
- 2.8 **Licensing.** The owner must comply with all licensing requirements for the service animal and must present proof of licensing upon the company's request.
- 2.9 **Training.** A service animal must be housebroken and properly trained, both for the service provided to the employee and appropriate for the setting in which the employee works. The company reserves the right to request documentation showing that the service animal is housebroken and has the proper training.

3.0 **Responsibilities of Co-workers**

- 3.1 **Co-workers** must allow a service animal to accompany its owner at all times and in all places on the company premises, except where animals are specifically prohibited.
- 3.2 **Co-workers may not:**
 - 3.2.1 Touch a service animal unless expressly invited by the owner to do so.
 - 3.2.2 Feed a service animal.
 - 3.2.3 Deliberately distract or startle a service animal.
 - 3.2.4 Separate or attempt to separate owner from the service animal.
 - 3.2.5 Inquire about or discuss the owner's disabilities and need for a service animal.
- 3.3 **Medical Conditions.** The presence of a service animal may impact employees or contractors with medical conditions triggered by animals, including allergies to animal hair or dander. Such individuals should contact myHR to discuss any such health or safety concerns.
 - 3.3.1 Contractors will work directly with the agency that pays their wages. The agency then would contact myHR with any request for accommodations.

4.0 **Removal of a Service Animal**

- 4.1 The company may **exclude/remove** a service animal from a Stryker location for reasons that include, but are not limited to, the following:
 - 4.1.1 The animal poses a direct threat to the health or safety of others;
 - 4.1.2 The animal's presence unduly interferes with the employer's business operations; or
 - 4.1.3 The owner does not comply with the owner's responsibilities under this policy.

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5.0 Areas Off Limits to Service Animals

5.1 Off Limits. The company may prohibit the use of service animals in certain locations due to health and safety restrictions (e.g. where the service animal may be in danger, or endanger others, or where its use may compromise business operations) or other regulatory restrictions.

5.1.1 Restricted areas may include, but are not limited to, sterile packaging or processing rooms. Stryker will strictly adhere to all manufacturing regulations.

Document Change History

Version No.	Revision Level	Reason and Description of Revision	Effective Date
1.0	Initial Release of policy	ADA Policy	August 20, 2021
2	Template Update	Template update only, no content adjustment	May 15, 2024