



AODA Customer Service Standard Plan

Providing Goods and Services to People with Disabilities

Apotex Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

Apotex will take the following steps to ensure that people with disabilities who use assistive devices are able to obtain, use or benefit from our goods and services:

- We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

Apotex will take the following steps to ensure we communicate with people with disabilities in ways that take into account their disability:

- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities
- We will communicate with customers over the telephone in clear and succinct fashion.
- We will provide fully accessible telephone services to our customers.

Service Animals and Support Persons

Apotex will take the following steps to accommodate persons with a disability who are accompanied by a service animal or support person:

- A person with a disability accompanied by a service animal is permitted to enter Apotex premises that are open to the public
- Service animals are not permitted where they are excluded by law or in GMP areas
- Where a service animal is excluded from the premises, Apotex will ensure that other measures are available to enable the person with the disability to obtain, use and benefit from the good and/or other services to ensure equality of outcome
- A person with a disability accompanied by a support person is permitted to have that person accompany them on our premise.

Notice of Temporary Disruption

Apotex will take the following steps to ensure that customers with disabilities will be notified of any planned or unexpected disruption to services or facilities at any of our facilities/locations:

- A notice will be posted in the area of the disruption, in order to provide opportunity to make alternate arrangements. Where appropriate, e-mail notification will be provided.
- This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for Staff

Apotex will take the following steps to ensure that all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures are provided with the required training.

- Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - Apotex's accessible customer service plan.
 - 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
 - What to do if a person with a disability is having difficulty in accessing Apotex's goods and services
- Training is developed and delivered in various format to all staff including full time and part time and contract staff.
- Changes to the Accessible Customer Service Plan, procedures, practices or programs will be communicated on a regular basis.

Feedback Process

Apotex will take the following steps to ensure that feedback processes are accessible to people with disabilities:

- Customers who wish to provide feedback on the way Apotex provides goods and services to people with disabilities can contact Customer Service at 1-877-427-6839, Monday – Friday from 8:00 AM - 8:00 PM ET or by email at custserv@apotex.com.
- All feedback will be directed to the Manager, Customer Service.
- Complaints will be addressed according to our organization's regular complaint management procedures.
- Feedback regarding Apotex provides goods and services to people with disabilities can be made via e-mail, phone, and in writings.
- Customers can expect to hear back within 5 business days.

Review and Modifications to this Plan

Apotex is committed to developing AODA policies that respect and promote the dignity and independence of people with disabilities. All policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

For More Information

For more information on this accessibility plan, contact the Director, Safety, Health & Environment @ 416-749-9300. This plan will be made publically available in accessible formats upon request or through other means such as our public website.

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