

**POLICY: Accessibility for Ontarians with Disabilities Act (AODA)
 Customer Service and Integrated Standards**

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| Effective Date: | January 1, 2012 |
| Revision Date: | August 11, 2016 |
| Revision Number: | 2 |

Purpose:

This policy outlines the requirements of the Customer Service and Integrated Standards developed under the Accessibility for Ontarians with Disabilities Act (AODA).

Scope:

This policy applies to all employees and contractors who deal with the public or other third parties on Apotex’s behalf.

Definitions:

Barrier:

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability.

Disability:

The AODA uses the Ontario Human Rights Code’s definition that includes physical, mental health, developmental and learning disabilities. A disability may or may not be visible.

Commitment Statements:

In accordance with the Integrated Standards under the Accessibility for Ontarians with Disabilities Act (AODA), Apotex is committed to meeting the needs of people with disabilities and will do so by identifying, removing and preventing barriers that might interfere with their ability to maintain their dignity and independence.

In accordance with the Customer Service Standard under the Accessibility for Ontarians with Disabilities Act (AODA), Apotex is committed to providing individuals with disabilities

the same opportunity to access our goods and services in a way that respects their dignity and independence and allows them to benefit from those services.

Customer Service Standard

Apotex Inc. is committed to excellence in serving all customers including people with disabilities. This commitment is demonstrated in the areas of:

Communication

Apotex will communicate with people with disabilities in ways that take into account their disability.

Telephone Services

Apotex is committed to providing fully accessible telephone services to our customers. We will communicate with customers over the telephone in clear and succinct fashion.

Assistive Devices

Apotex is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Use of Service Animals and Support Persons

Apotex welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless prohibited by law or in GMP restricted areas.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

Apotex will provide customers with appropriate notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

Training for Staff

Apotex will provide training to all employees, and 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 approval of customer service policies, practices and procedures. These individuals will receive further training when changes are made to our accessible customer service policies. New employees will receive training as part of their new hire orientation/onboarding process.

The training provided will include;

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Apotex's policies related to the customer service standard

- 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
- awareness about the various types of assistive devices that can be used on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These assistive devices may include but are not limited to:
 - Adjustable desk/workstation
 - Automatic door opener
 - Elevator
 - Lift (raises and lowers person in mobility device)
 - Mobility devices (manual wheelchair, motorized scooter or shopping cart)
 - Voice to text technology such as a Teletypewriter
- what to do if a person with a disability is having difficulty in accessing Apotex's goods, services or facilities

Feedback Process

Apotex is committed to providing feedback processes that are accessible to people with disabilities. The ultimate goal of Apotex is to meet and surpass customer service expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Customers who wish to provide feedback on Apotex provides accessible customer service can do so via phone to Apotex's Customer Service Department at 1-877-427-6839, Monday – Friday from 8:00 AM - 6:00 PM ET or via the Apotex website at; <https://www.apotex.com/ca/en/contact/feedback.asp?id=14>. All feedback, including complaints, will be directed to Apotex's department of Public and Government Affairs and customers can expect to hear back within 5 business days.

Integrated Standards

Apotex Inc is committed to meeting the needs of people with disabilities as we believe in integration and equal opportunity. This commitment is demonstrated in the areas of:

General Requirements Standard- Training

Apotex is committed to training all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

General Requirements Standard- Kiosks

Apotex does not use self-service kiosks, however should this be a practice that is implemented, we are committed to considering the needs of people with disabilities as part of the design, procurement or acquisition of these kiosks.

Information and Communications Standard

Apotex 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.

Information and Communications Standard - Accessible Emergency Information

Apotex is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request.

Employment Standard

Apotex is committed to fair and accessible employment practices and the elimination of accessibility barriers as described in the Apotex Employment Equity Policy. We will also provide employees with disabilities with individualized emergency response information when necessary.

Design of Public Spaces Standard

When building or making major modifications to public spaces, Apotex will commit to meeting the Accessibility Standards for the Design of Public Spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Accessible Feedback Process

Apotex is committed to providing feedback processes that are accessible to people with disabilities. Employees who wish to provide feedback can contact the following via e-mail, phone, in writing or in person:

- Committee Representatives of the Employee Committee
- Human Resources Consultants/ Human Resources

Alternatively, employees may choose to provide feedback through Apotex's Global Business Ethics & Compliance Helpline via phone at 1-800-461-9330 or via the website at <http://www.ApoSpeaks.com>.

The public can provide feedback to the Apotex department of Public and Government Affairs by contacting Customer Service via e-mail, phone or in writing. Customer Service contact information is provided on the Apotex website at <http://www.apotex.com/ca/en/contact/default.asp>.

Upon request, Apotex will provide feedback processes to people with disabilities that are accessible in various formats which may include but are not limited to:

- HTML and Microsoft Word
- Accessible audio formats
- Large print
- Text transcripts of visual and audio information

Review and Modifications to this policy

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 policy, contact the Director, Safety, Health & Environment @ 416-749-9300. This policy will be made publically available in accessible formats upon request and will be posted on our public website.