

## Accessibility Policy

Apotex Inc. is committed to meeting the accessibility needs of persons with disabilities in a timely manner. This policy sets out measures that Apotex has implemented to advance its commitment and to meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and the Integrated Accessibility Standards Regulation (collectively “AODA”).

### I. Communication

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- When communicating with a person with a disability, we do so in a manner that takes into account the person’s disability.
- Upon request, we provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. When we receive a request, we consult with the person making the request in determining the suitability of an accessible format or communication support.

### II. Websites and Web Content

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- Our websites and web content conform to Level AA of WCAG 2., except for the success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded).

### III. Goods, Services, and Facilities

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- We provide goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities
- We have integrated the provision of goods, services or facilities to persons with disabilities with the provision of goods, services or facilities to others, unless an alternative measure is necessary,
- to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- We ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services.
- A person with a disability accompanied by a service animal is permitted to enter Apotex premises that are open to the public, except where the service animal is excluded by law. 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 premises if: (a) the support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.
- We notify the public about temporary disruptions to our facilities or services. 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.

#### IV. Employment

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- Accommodation is available in our recruitment processes for applicants with disabilities.
- Accommodation is also available upon request during our recruitment processes in relation to the materials or processes to be used in assessment and selection processes. Applicants are individually notified about the availability of accommodation when selected to participate in an assessment or selection process. When a selected applicant requests an accommodation, we consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- We inform our employees about our disability-related policies, including our policies which provide for job accommodations that take into account employees' accessibility needs due to disability. We inform our employees when making offers of employment, as soon as practicable after employees begin their employment, and also whenever there is a change to any of the relevant policies.
- We consult with employees when they request accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.
- We have implemented a written process for the development of documented individual accommodation plans for employees with disabilities, which includes all the elements required by *AODA*.
- In addition, we have developed and implemented a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- We take into account individual accommodation plans and the accessibility needs of employees with disabilities when using performance management, using redeployment, and providing career development and advancement.

- We provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and we are aware of the need for accommodation due to the employee's disability. With employee consent, we also provide the information to the person who has been designated to assist the employee. The information is provided as soon as practicable after we become aware of the need for accommodation due to the employee's disability. In addition, the information is reviewed when, (a) the employee moves to a different location in the organization; (b) the employee's overall accommodations needs or plans are reviewed; and (c) we review our general emergency response policies.

## V. Training

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- Apotex has developed training and delivers it in various formats to: (a) all persons who are an employee of, or a volunteer with, Apotex; (b) all persons who participate in developing Apotex's policies; and (c) all other persons who provide goods, services or facilities on behalf of Apotex.
- The training covers:
  - the *Human Rights Code* and the purposes and requirements of *AODA*;
  - Apotex's accessibility policy;
  - 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;
  - how to use the equipment or devices available on Apotex's premises or otherwise provided by Apotex that may help with the provision of goods, services, or facilities to people with a disability; and
  - what to do if a person with a disability is having difficulty in accessing Apotex's goods, services, or facilities.
- Apotex provides training as soon as practicable and on an ongoing basis, including training with respect to changes made to Apotex's accessibility policy or any other policy governing how Apotex achieves accessibility.

## VI. Self-Service Kiosks

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- Apotex does not use self-service kiosks, however the requirements will be monitored. Apotex is committed to considering the needs of people with disabilities as part of any future design, procurement or acquisition of self-service kiosks.

## VII. Design of Public Spaces

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- When building or making major modifications to public spaces, Apotex will commit to meeting the Accessibility Standards for the Design of Public Spaces, including requirements regarding preventative

and emergency maintenance of the accessible elements in public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## VIII. Feedback Process

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- If you wish to provide feedback on Apotex's accessibility measures or this feedback process itself, you 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](mailto: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.
- You can expect to hear back within 5 business days.
- Accessible formats and communications supports are available upon request.

## IX. Review and Modifications to this Policy

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- 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.

## X. Availability of Documents

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- Upon request, Apotex's accessibility-related documents and information may be available to you in an accessible format or with communication support. In addition, you may be entitled to the documents and information (a) in a timely manner that takes into account your accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. We consult with the person making the request in determining the suitability of an accessible format or communication support.

## For More Information

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- For more information on this accessibility plan, contact the Director, Safety, Health & Environment @ 416-749-9300.

**Revision Date:** June 1, 2021

## XI. Glossary

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### 1. Apotex

- a. The Apotex group of pharmaceutical companies comprised of all Lines of Business (Global Generics, Apobiologix, Global API, and ApoPharma) and all Business Process Streams.

## XII. Revision History

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Version Number	Previous Version Effective Date DD-MMM-YYYY	Description of Change
1		Initial Version