

Policy Summary

Policy: Accessible Customer Service Policy

Summary: AstraZeneca Canada's commitment to providing customer service in a flexible manner which takes into consideration the needs and individual requirements of individuals with disabilities in accordance with the *Customer Service Standards*, contained in the *Integrated Accessibility Standards* regulation made under the Accessibility for Ontarians with Disabilities Act (the "AODA").

Scope: All employees, contractors and/or external vendors who provide goods and services to the public as part of their responsibilities to AstraZeneca Canada.

Key Salient Points:

- AstraZeneca Canada's policy is to allow clients to use their personal assistive devices (for example wheelchairs, walkers, oxygen tanks) to access our services.
- We welcome individuals with disabilities and their service animals in the areas of AstraZeneca Canada premises that are open to the public.
- We welcome individuals with disabilities who are accompanied by a support person.
- AstraZeneca Canada head office assistive devices include: power-assisted entrance doors, elevators, wheelchair ramps (indoor and outdoor), and wheelchair-accessible washrooms.
- We will train employees to communicate to individuals with disabilities in a flexible way that take into account their disability, for instance speaking clearly and slowly, offering to communicate via other means such as email or fax if telephone communication is not suitable to their needs.
- We will ensure that any documents available to the public around emergency procedures or public safety will be made available in an accessible format.
- Should an employee at AstraZeneca Canada require an individualized workplace emergency response plan, we will create such a plan based on the employee input.
- Where service disruptions occur to services or facilities for customers with disabilities, we will ensure tenants and customers are notified promptly. This includes notifications on any interruptions in service on any assistive devices provided by AstraZeneca Canada.
- AstraZeneca Canada will train employees on accessible customer service training and will maintain records of that training.
- AstraZeneca Canada will provide a feedback mechanism to clients in regard to the way we provide goods and services to employees with disabilities and will offer this form in various accessible formats.
- AstraZeneca Canada will make its policy available upon request, and in an accessible format (for example, large text).
- AstraZeneca will review its policies, practices and procedures, as required, to ensure they promote the principles of dignity, independence, integration and equal opportunity for people and customers with disabilities.

Reference:

- AstraZeneca Canada Accessible Customer Service Policy

ASTRAZENECA CANADA
ACCESSIBLE CUSTOMER SERVICE POLICY

Accessible Customer Service Policy

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1 Purpose

AstraZeneca Canada is committed to excellence in serving all its customers. As part of this commitment, AstraZeneca Canada will provide an accessible and inclusive environment which considers and respects the needs of people with disabilities. The provision of goods and services will be consistent with the principles of independence, dignity, integration and equality of opportunity.

In accordance with the *Customer Service Standards*, the following outlines AstraZeneca Canada's commitment to providing customer service in a flexible manner which takes into consideration the needs and individual requirements of individuals with disabilities.

2 Scope

This policy applies to all employees, contractors or external vendors who provide goods and services to the public as part of their responsibilities to AstraZeneca Canada.

3 Definitions

Assistive Devices refer to a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices may include devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability as defined by the AODA and the Ontario Human Rights Code refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal – an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person of reasons relating to his or her disability, as a result of visual indicators such as the vest or harness worn by the animal;
- The person provides a letter from a regulated health professional¹ confirming that the person requires the animal for reasons relating to the disability.

Support Person – as defined in the *Customer Service Standards*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

4 Assistive Devices

It is our policy to allow clients to use their personal assistive devices to access our services. Assistive devices provided at the AstraZeneca Canada head office include power-assisted entrance doors, elevators, wheelchair ramps (outdoor and indoor) and wheelchair-accessible washrooms.

5 Service Animals

We welcome individuals with disabilities and their service animals. Service animals are permitted in the areas of AstraZeneca Canada premises that are open to the public. Where it

¹ Such documentation can be provided by one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability: (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario; (ii) A member of the College of Chiropractors of Ontario; (iii) A member of the College of Nurses of Ontario; (iv) A member of the College of Occupational Therapists of Ontario; (v) A member of the College of Optometrists of Ontario; (vi) A member of the College of Physicians and Surgeons of Ontario; (vii) A member of the College of Physiotherapists of Ontario; (viii) A member of the College of Psychologists of Ontario; (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

is unclear whether an animal is a service animal, AstraZeneca reserves the right to request the individual provide documentation verifying that is the case.

6 Support Persons

AstraZeneca Canada will ensure that an individual with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Where goods and/or services require adherence to confidentiality or professional obligations, AstraZeneca Canada will obtain the individual's permission prior to discussing confidential information. Additionally, AstraZeneca Canada's expectation is that the support person will adhere to the same standards of confidentiality required of the individual.

7 Communication

AstraZeneca Canada will communicate with individuals with disabilities in ways that take into account their disability. In communication with our customers over the telephone, we will train staff to communicate with customers in clear and plain language and to speak clearly and slowly if required.

In addition, we will offer to communicate with clients by email, fax (905-270-3248) or regular mail if telephone communication is not suitable to their communication needs or is not available.

8 Emergency Procedures, Plans or Public Safety Information

In preparing emergency procedures, plans and/or public safety information documents, AstraZeneca Canada will ensure that all documents that are offered to the public shall be made available in an accessible format or with appropriate communication supports upon request.

9 Workplace Emergency Response Information

In accordance with AstraZeneca Canada's Emergency Response Plans, should any employee at AstraZeneca with a disability require an individualized workplace emergency response plan, AstraZeneca Canada will create such a plan as soon as the information is provided from the employee.

10 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, AstraZeneca Canada will ensure tenants and customers are notified promptly. The notice will be posted prominently and will include information about the reason for disruption, anticipated length of time and a description of alternative facilities or services, if available.

Any notice of disruption will be advised using a method that is reasonable in the circumstances such as information postings on premises, website information updates, voicemail messaging and email notices, and/or verbal communication by reception staff.

Assistive services/facilities available at AstraZeneca's head office include:

- Power-assisted entrance doors
- Building elevators
- Wheelchair ramps (indoor and outdoor)
- Wheelchair-accessible washrooms

11 Training

AstraZeneca Canada will provide accessible customer service training to all employees and third parties who deal with the public on our behalf. Training will be provided to people involved

in the development of policies, plans, practices and procedures related to the provision of our goods and services.

New employees or third parties who deal with the public on our behalf will be trained on AstraZeneca Canada's Accessible Customer Service Policy as part of their new employee orientation and as soon as practicable after commencing employment or commencing to provide services to the public on AstraZeneca's behalf.

Records of training will be kept, including the dates on which the training was provided, and the number of individuals to whom it was provided.

Training will include:

- An overview of the AODA and the requirements of the customer service standards
- AstraZeneca Canada's plan related to the customer service standards
- 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 the assistance of a support person
- How to use any equipment or devices available that may help with providing goods or services to customers with disabilities or who to call in the event that customer assistance is required

Employees and third parties, as applicable, will also be trained when changes are made to the AstraZeneca Canada Accessible Customer Service Plan.

12 Feedback Process

All feedback regarding the way in which AstraZeneca Canada provides goods and services to people with disabilities can be submitted through AstraZeneca Canada's corporate website, by email, verbally in person or by telephone, and/or in written format using the customer service feedback form. On request, AstraZeneca Canada will also provide or arrange other accessible formats and communication supports to assist individuals in providing this feedback.

The feedback process includes all submissions being reviewed by Human Resources for investigation and follow-up with the appropriate department support. In addition, a five (5) business day customer response timeframe will be explicitly stated and adhered to.

13 Notice of Availability

Documentation that describes accessibility commitments, including this policy, is available to the public and will be provided, upon request, in a timely manner and in the appropriate format that takes into account the person's accessibility needs due to disability. This policy is also posted on AstraZeneca Canada's website.

14 Policy Review

AstraZeneca Canada will periodically and as required by law review all policies, practices and procedures to ensure they respect and promote the principles of dignity, independence, integration and equal opportunity for people and customers with disabilities

Updated: May 2017