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AODA - Accessible Customer Service Policy

Policy Statement

Bora Pharmaceuticals Services Inc. (the “**Company**”) strives to provide a barrier-free environment for our clients and to provide goods and services to people with disabilities in a manner that respects their dignity and independence, ensuring they receive the same high standard of service excellence that we endeavour to provide to all clients.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. The Customer Service Standard has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

Scope

This policy applies to all of the Company’s operations in Ontario and to all workers who perform services for the Company in Ontario.


Core Principles

We endeavour to ensure that our Accessible Customer Service Policy and related practices and procedures are consistent with the following four (4) core principles:

Dignity - Clients with a disability must be treated as valued clients as deserving of service as any other client.

Equality of Opportunity - Clients with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Integration - Wherever possible, clients with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other client. In circumstances where integration does not serve the needs of the client with a disability, services will, to the extent possible, be provided in another way that takes into account the client’s individual needs.

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Independence – Services must be provided in a way that respects the independence of clients with a disability. To this end, we will always be willing to assist a client with a disability but will not do so without the express permission of the client.

Definitions

For the purposes of this policy, the following words have these meanings:

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.


“Assistive Device” means any device that is designed, made or adapted to assist a person to perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheelchairs.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“Disability” means:

- (a) 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 coordination, 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;

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- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plans established under the *Workplace Safety and Insurance Act, 1997*.

"Guide Dog" Means a guide dog as defined in Section 1 of the *Blind Persons' Rights Act*.

"Service Animal" includes any animal if,

- a. it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

"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 or medical needs or with access to goods, services or facilities.

"Workers" includes all persons who deal with members of the public or other third parties on behalf of the Company, or who are responsible for developing the Company's policies, including employees, agents, volunteers and contractors of the Company.


Accessibility of Services

Communicating with Persons with Disabilities

The Company strives to communicate with clients with a disability in a manner that takes into account both the disability and the client's preferred method of communication.

The Company can communicate with clients in writing, via telephone, email, via in person or video meetings. The Company recognizes that not all clients will wish to communicate in the same manner.

All workers will receive training on how to interact and communicate with persons with disabilities.

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Use of Assistive Devices

Clients with a disability who attend at our premises are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services.

If there is a physical, technological or another type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the client how they can be accommodated and what alternative methods of service would be more accessible to them. We will make reasonable efforts to provide an alternative means of assistance to the client with a disability.

All workers will receive training on various Assistive Devices that may be used by clients with a disability while accessing our services.

Use of Guide Dogs or Service Animals

Similarly, clients with a disability who attend at our premises may be accompanied by a Guide Dog or Service Animal and keep the Guide Dog or Service Animal with them on the premises, if the public or other third parties have access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law. Please note that there may be some limitations on a client's ability to be accompanied by a Guide Dog or Service Animal on the production floor in order to ensure compliance with Health Canada requirements, including Good Manufacturing Practices. If a Guide Dog or Service Animal must be excluded, we will explain to our client why this is the case and explore alternative ways to meet the client’s needs.


It is the responsibility of the client using the Guide Dog or Service Animal to ensure that the Guide Dog or Service Animal is kept in control at all times.

All workers will receive training on how to interact with clients with a disability accompanied by a Guide Dog or Service Animal.

Use of Support Persons

Clients with a disability may be accompanied by a Support Person and have access to the Support Person on the Company’ premises.

The Company may require a client with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the client with a disability or the health or safety of others on the premises, and there is no other reasonable way to do so.

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All workers will receive training on how to interact with clients with a disability who are accompanied by a Support Person.

Notice of Temporary Service Disruptions

The Company will notify clients if, during regular business hours, there is a planned or unexpected disruption of a facility or service clients with a disability use to access our services. A notice will be posted in the area of the disruption and, where appropriate, clients who are scheduled to attend at our premises that day will also be notified by email.

The notice will include the following information:

- That a facility or service is unavailable and the reason for the disruption.
- The anticipated duration of the disruption.
- Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Training for Workers

The Company will ensure that all workers complete the Customer Service training module available through AccessForward. Training will be provided to all workers as soon as practicable and on an ongoing basis as necessary.

Records of the training provided, including the dates such training was completed, shall be maintained in accordance with the requirements of the AODA. If the Company provides additional training on this Accessible Customer Service Policy to its workers, it will keep records of the date such training was provided and the number of workers the training was provided to.


Feedback Procedure

Comments regarding how well client expectations are being met are welcomed and appreciated.

Clients may provide feedback on the manner in which the Company provides our services to clients with disabilities through the following channels:

By email to Accessibility@bora-corp.com

By phone by calling 416.800.2160

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In writing, by sending feedback to:

Attention: Human Resources
 Bora Pharmaceuticals Services Inc.
 7333 Mississauga Rd.
 Mississauga, ON L5N 6L4

The Company is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to the Company, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

The Company will respond to all feedback received as soon as practicable and, acknowledge receipt of the feedback within twenty (20) business days of receipt. A reply will be provided in the format requested by the client, by email, phone or in writing, if practicable. The response will contain an acknowledgement of the receipt of the client’s feedback and, outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.


Availability of Documents

In accordance with the requirements of the AODA, a copy of this Policy, which includes information regarding the Company’s feedback process, is made available by posting it on our website.

On request, the Company will provide documents, or the information contained in documents, to a person with a disability in an accessible format or with communication support, in a timely manner that takes into account the person’s accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

Questions

If you have any questions or concerns regarding this Policy, please contact us using any of the methods identified above under the Feedback Procedure.

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Approved by:



Bobby Sheng
Chairman