



AODA Customer Service Standard

Accessibility Policy and Plan on Serving Customers with Disabilities

At SteriMax, we believe every Canadian deserves effective and accessible medical treatment. We are committed to providing quality products and services to all customers including people with disabilities, and complying with the Accessibility for Ontarians with Disabilities Act (AODA).

Communication

SteriMax will take into account of people's disability when communicating with them. We will consult with the person to determine their information and accessibility needs. Accessible formats of communication will be adopted as needed and requested.

SteriMax will ensure that all publicly available information is made accessible upon request.

Training

SteriMax will provide training to staff, as well as to any agent, volunteer, co-op student and any other person who provides services to customers on our behalf.

The training will be provided in a timely manner and include a review of the purposes of the Act and guidelines on how to communicate and interact with persons with various types of disabilities, and persons with disabilities who use an assistive device, serving animal or support person.

Changes to this Accessibility Plan and Policy will be communicated to staff and others on a regular basis.

Service Animals and Support Persons

SteriMax will take reasonable steps to accommodate persons with disabilities who is accompanied by a service animal or a support person.

The person will be permitted to access SteriMax' premises that are open to customers and visitors. Where service animals are not permitted by law or in the GMP areas, which include the warehouse, laboratory, narcotic area, and packaging facilities, SteriMax will ensure that other measures are available to enable the person to access, use and benefit from our goods and services.

The support person is permitted to access SteriMax premises when accompanying the person with disability.

Assistive Devices

We will take reasonable steps to ensure that customers with disabilities who use assistive devices are able to obtain, use or benefit from our goods and services.

Notice of Temporary Disruption

Notice of temporary disruption will be communicated to customers with disabilities at the earliest possible time. The notice will include the reasons for the disruption, the length of time and a description of alternative services, if available.

Feedback Process

SteriMax is committed to developing policies and practices which respect and promote dignity and independence of people with disabilities. We value feedbacks about our service and the manner we provide the service. Customers who wish to provide a feedback on how we serve people with disabilities can contact the Customer Service team through any of the following channels:

- Phone: 1800-881-3550 Monday to Friday from 9:00 A.M. to 4:00 P.M. ET
- Fax: 1-877-546-7667
- Email: customerservice@sterimaxinc.com
- Website: submit a contact form on www.sterimaxinc.com
- In person: 2770 Portland Drive, Oakville Ontario L6H 6R4
- Contact your account manager

SteriMax has established a procedure on how to receive, reviewing, investigating and documenting customer inquiries and complaints related to product usage, administration and quality. Please contact the Quality department for more information.

More Information

For any other information on this Accessibility Plan and Policy, please contact Manager, Human Resources. This Policy will be made publicly available and accessible format will be provided upon request.

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