

AGAT Laboratories Ltd. Commitment to Accessibility and Accessibility Plan

Statement of Commitment

AGAT Laboratories is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario accessibility laws.

This accessibility plan is applicable to all of our operations in Ontario. It outlines the policies, strategy and actions that AGAT Laboratories Ltd plans to put in place to help ensure that we prevent and remove barriers to accessibility for people with disabilities.

AGAT Laboratories is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Customer Service Accessibility Policy

AGAT Laboratories has established a standard operating procedure for Standards in Accessible Customer Service Policy which includes a feedback process. This policy is available upon request from our Marketing Department. This policy, or the information contained in this policy, will be provided on request to a person with a disability in a format that takes the person's disability into account.

Feedback process

AGAT Laboratories has taken the following steps to ensure existing feedback processes are accessible to people with disabilities:

- Establishing a central phone number, e-mail address and street address for persons with disabilities to request any accommodation that is needed or to address any concern that they may have.
- Establish internal policies and procedures to train our employees to ensure that all requests are handled in a professional and timely manner.

AGAT Laboratories welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Accessible Website and Web Content

AGAT Laboratories has taken the following steps to make new AGAT Laboratories web content on our website available to the public conform with WCAG 2.0, Level A as required by the Act and Regulations, where practicable:

- Advise affected employees of the accessibility requirements relating to AGAT Laboratories internet websites and web content.
- Take into account accessibility requirements when entering into purchase arrangements with outside suppliers for services relating to AGAT Laboratories internet websites and content on the site.

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a)** in a timely manner, taking 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

We will consult with the person making the request in determining the suitability of an accessible format or communication support.

We notify the public about the availability of accessible formats and communication supports

Communication

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

We will work with the person with disabilities to determine what method of communication works for them.

Training

AGAT Laboratories will provide training to employees and volunteers with respect to Ontario's accessibility laws/ standards and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suites the duties of employees, volunteers and other staff members.

AGAT Laboratories will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws/ standards:

- Train all employees in Ontario on how to provide accessible customer service and how to provide feedback when customers ask for information in a manner that takes their disability into account.
- Maintain documentation of training provided to employees, including the dates on which the training was provided and the number of individuals to whom it was provided.
- Include training for new employees on Accessibility as part of their orientation.
- Provide follow up training as required.
- Train all employees in Ontario and volunteers on accessibility related to their specific roles and include how to interact and communicate with people with various types of disabilities and what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Emergency Response Information

AGAT Laboratories provides employees and customer with disabilities with individualized emergency response information when necessary and when AGAT Laboratories has become aware of the need for such accommodation.

Employment

AGAT Laboratories is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, AGAT Laboratories will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Notification in hiring advertisements or job postings about the availability of accommodation for applicants with disabilities in our recruitment processes.
- Notification when applicants are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- Notification in offers of employment of our policies for accommodating employees with disabilities.

AGAT Laboratories has taken the following steps to develop a process for individual accommodation plans and return-to-work place for employees that have been absent due to a disability:

- Request that the employee have their physician fill out a medical ability to work form in order to understand what restrictions and limitations the employee has and to ensure that we are not putting the employee's health at further risk.
- Communicate with the employee to determine what tasks and responsibilities are available for the employee to accomplish.
- Work to make sure the tasks and responsibilities are in line with the employee's education and experience.
- Follow up on how the accommodation is working as outlined in the physician's return to work schedule.

- When applicable for employees with benefits, ensure that they are aware of the benefits provided by our Group Insurance provider that may be of some assistance, including our Employee Assistance Program.

AGAT Laboratories has taken the following steps to consider the accessibility needs of employees with disabilities, including individual accommodation plans, when using performance management, career development and advancement processes, or redeployment in respect of employees with disabilities:

- Review and consider individual accommodation plans, as appropriate, as part of the performance review process.
- Where required and practical, documents related to performance management or career development and advancement or deployment will be made available in accessible formats.

AGAT Laboratories has taken the following steps to prevent and remove other accessibility barriers as they are identified and to contact their immediate supervisor or a member of the HR team as soon as they become aware of an accessibility barrier.

Design of Public Spaces

AGAT Laboratories will continue to meet the Accessibilities Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces specific to AGAT Laboratories include:

- Outdoor public eating areas like picnic areas
- Sidewalks, ramps, stairs, curb ramps
- Accessible off street parking
- Service counters in areas such as logistics and reception areas



For more information

For more information regarding AGAT Laboratory's efforts to prevent and remove barriers to accessibility in the Province of Ontario in compliance with the Accessibility for Ontarians with Disabilities Act and its Regulations or to request accessible formats of any required documents, please contact AGAT Laboratories' Marketing Department as listed below or the reception line at your local AGAT Laboratories as listed on our website. We will communicate with people with disabilities in ways that account for their specific disability. When requested, we will provide information about our organizations goods, services and facilities including safety information in an accessible format or with communication supports. We invite your feedback in multiple formats including telephone, email; and posted letter.

AGAT Laboratories' Marketing Department

2905 12th Street NE Calgary, Alberta T2E 7J2

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Fax: 403-736-2001

Email: info@agatlabs.com

Location Phone Number Look Up:

<http://www.agatlabs.com/locations/index.cfm>