

AODA Customer Service Standards

Auro Pharma Inc. is committed to excellence in serving all customers including people with disabilities.

- We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We will train staff on how to interact and communicate with people with disabilities
- We will communicate with customers over the telephone in clear and concise manner.
- We will provide fully accessible telephone services to our customers.
- A person with a disability accompanied by a service animal is permitted to enter Auro Pharma premises that are open to the public
- Service animals are not permitted where they are excluded by law or in GMP areas
- Where a service animal is excluded from the premises, Auro Pharma will ensure that other measures are taken to enable the person with the disability to obtain, use and benefit from the goods and/or other services to ensure fair and equal treatment
- A person with a disability accompanied by a support person is permitted to have that person accompany them on our premises.
- 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.

Auro Pharma will provide the training mentioned below to staff to ensure that any staff dealing with the public and involved in customer service has the required training to communicate with people with disabilities:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact 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
- What to do if a person with a disability is having difficulty in accessing Auro Pharma's products

For customers who wish to provide feedback on Auro Pharma can contact Customer Service at [+1-905-856-8063 Ext:242](tel:+19058568063), Monday – Friday from 9:00 AM – 4:00 PM EST or by email at cs@auropharma.ca

Auro Pharma 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.