Accessibility Policy and Customer Service Standard

Auro Pharma Inc, Ontario

Policy owner	HR Department	**Approved by**	Kamlesh Thakkar
Effective date	November 1, 2026	**Review date**	November 1, 2026
AODA contact	Sheetal Kamath – Finance Controller/HR	**Contact details**	+1 905-856-8063 extn: 221

1. Purpose and commitment

Auro Pharma Inc. is committed to identifying, preventing and removing barriers so people with disabilities can access our goods, services, information and employment opportunities with dignity, independence, integration and equal opportunity. We will meet the applicable requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), its accessibility standards and the Ontario Human Rights Code.

This policy applies to employees working in Ontario and to people who provide goods or services on our behalf, including applicable contractors. It covers customer service, information and communications, and employment practices. It complements our separate multi-year accessibility plan and any individual accommodation arrangements.

2. Responsibilities

- Senior management approves this policy, assigns resources and receives updates on accessibility compliance.
- HR department maintains the policy, coordinates training and records, responds to accessibility requests, and tracks the multi-year plan and reporting deadlines.

Managers make their hiring, work processes and customer interactions accessible and promptly refer accommodation requests to admin.canada@aurobindo.com

- Employees complete required training and follow this policy in their work.
- Third parties providing goods, services or facilities on our behalf must meet the accessibility requirements applicable to their work. Contracts and operating procedures will address training, accessible service and escalation where relevant.

3. Accessible customer service

We will make reasonable efforts to ensure people with disabilities can obtain, use and benefit from our goods and services. We will communicate in a manner that takes a person's disability into account, and we will work with the person to identify a suitable way to provide service.

Communication and assistive devices

- Employees will communicate clearly and respectfully, allow extra time where needed, and use a person's preferred communication method where practicable.
- People may use their own assistive devices to access our goods and services. Employees will be familiar with the assistive devices and accessibility features available at their work location.

Service animals and support persons

- A person with a disability may be accompanied by a guide dog or other service animal in areas open to the public, unless the animal is excluded from the premises by law. A GMP, safety or operational designation alone will not be treated as a legal exclusion without confirmation of the applicable restriction.
- If a service animal is excluded by law, we will arrange another way for the person to access our goods or services.
- A person with a disability may be accompanied by a support person in areas open to the public. We will not require a support person to accompany someone unless their presence is necessary to protect the person's health or safety or the health or safety of others.

Temporary service disruptions

When an accessible facility or service is temporarily unavailable, we will give notice as soon as practicable. The notice will describe the reason, expected duration and any available alternatives. We will use a method suited to the circumstances, such as a website notice, email, telephone message or sign at the affected location.

Feedback and accessible documents

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

4. Training

We will provide training to employees and other people who provide goods, services or facilities on our behalf, and to people who develop our accessibility policies, practices or procedures. Training will be provided as soon as practicable after a person begins applicable duties and when relevant policies or requirements change.

Training will cover the purposes of the AODA; the requirements of the accessible customer service standard; the Ontario Human Rights Code as it relates to people with disabilities; how to communicate with people with different disabilities; how to interact with people using assistive devices, service animals or support persons; and what to do if someone has difficulty accessing our goods or services. Employees will also receive training on the accessibility requirements that apply to their duties.

We will keep training records showing the number of people trained and the dates training was provided. Admin department will maintain completion evidence, including certificates where available, and follow up on overdue training.

5. Accessible information and communications

- On request, we will consult with the person to provide or arrange accessible formats or communication supports for information we make available to the public, unless the information is not convertible. If it cannot be converted, we will explain why and provide a summary where required.
- Our feedback process will be accessible. We will provide or arrange an accessible format or communication support on request.
- Where the AODA website requirements apply, our public website and web content published after January 1, 2012 will conform to WCAG 2.0 Level AA, except for the exceptions set out in the regulation. The website owner will coordinate periodic checks and remediation.

6. Accessible employment

We will provide for accessibility across the employment life cycle and accommodate employees and applicants with disabilities in accordance with the AODA and the Ontario Human Rights Code.

- Recruitment notices will state that accommodation is available on request. Applicants selected for assessments or interviews will be told how to request accommodation, and we will consult with them to arrange suitable accommodation.
- Successful applicants will be notified of our accommodation policies. New employees will be informed of available supports as soon as practicable, and employees will be updated when relevant policies change.

- On request, we will consult with employees with disabilities to provide accessible formats or communication supports for job-related and generally available workplace information.
- When we are aware that an employee may need individualized emergency response information because of a disability, we will prepare it with the employee, obtain consent before sharing it with designated helpers, and review it when required.
- We maintain a written process for developing documented individual accommodation plans and a return-to-work process for employees absent because of disability-related needs.
- Performance management, career development and redeployment processes will take employees' accommodation needs and individual accommodation plans into account.

7. Accessibility plan, reporting and records

We will maintain a written multi-year accessibility plan describing how we will prevent and remove barriers and meet applicable AODA requirements. The plan will be posted on our website, provided in an accessible format on request, and reviewed and updated at least once every five years.

Because Auro Pharma Inc. has 20 or more employees in Ontario, we will file an AODA accessibility compliance report every three years by the applicable deadline. A senior officer with authority will review and certify the report. The policy owner will maintain supporting records, including policies, plans, training evidence, feedback and accommodation process documentation, subject to privacy requirements.

8. Review and questions

We will review this policy at least every 24 months and when our operations, applicable requirements or accessibility plan change. To request this policy in an accessible format or to ask a question, contact Vibhor Sharma – admin.canada@aurobindo.com