

Date: December 3rd, 2014

Attention: All Staff of Inflamax Research Inc.

Re: **Accessible Customer Service Policy**

Dear Staff,

This policy will apply to Inflamax Research Inc. at all locations.

Providing Goods and Services to People with Disabilities

Inflamax Research Inc. is committed to serving all customers with disabilities 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act when and if permissible.

Assistive devices

We will ensure that our employees and staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability when and if permissible.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises when and if permissible.

- Fees will not be charged for support persons
- Support persons will be asked to sign a confidentiality agreement due to the discretion and nature of our business.
- We will notify customers of this through a notice posted on our premises via email, phone, and/or mail.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for employees with disabilities in Customer Service, IT, Biostatistics, Pharmacokinetics, Scientific Affairs, Human Resources, Finance, and Recruitment, QA and QC departments. Inflammax Research Inc. will notify staff promptly. This clearly posted 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.

The notice will be placed at all the locations of Inflammax Research Inc. in the designated eating areas :

- 4520 Dixie Rd. Mississauga Ontario L4W 1N2;
- 4500 Dixie Rd Unit 9, Mississauga Ontario L4W 1V7;
- 1310 Fewster Drive Mississauga Ontario L4W 1A4

Training

Inflammax Research Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be provided to staff as part of their onboard training within the first week that they are hired when possible. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm
- Inflammax Research Inc.'s plan related to the customer service standard.
- How to interact and communicate 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 support person
- How to use the wheelchair services to people with disabilities. (ex. Emergency cords, convenient automatic door openers)
- What to do if a person with a disability is having difficulty in accessing the buildings of Inflammax Research Inc. Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback to Inflammax Research Inc., in regards to providing services to people with disabilities can provide feedback via email, mail, and fax or verbally through customer service.



All feedback, including complaints, will be forwarded to the Manager in the Clinic and then directed to the appropriate people to handle a particular complaint. A response is expected within 30 days.

Notice of availability

Inflamax Research Inc. will notify the public that our policies are available via posting on our corporate website.

Modifications to this or other policies

Any policy of Inflamax Research Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Lyggett", is written over a horizontal line.

President/CEO
Inflamax Research Inc.

03-DEC-2014

Date