

PROVIDING ACCESSIBLE CUSTOMER SERVICE AND TRAINING POLICY

At Cardinal Health Canada, we are committed to providing all our customers and members of the public with safe, convenient and accessible products, facilities, and services.

We strive to provide our products, facilities, and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our products, facilities, and services and allowing them to benefit from the same products, facilities, and services in the same place and in a similar way as other customers.

This policy establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Application

Cardinal Health Canada's Accessible Customer Service Policy ("the Policy") applies to all employees, managers, and customers of Cardinal Health Canada, and to any third parties (e.g., contractors) who are engaged to provide our products, facilities, and services to the public on our behalf.

Communication

When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Assistive devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our products and services.

We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our products, facilities, and services.

Service animals and support persons

People with disabilities who are accompanied by a service animal are welcome on all parts of our facilities that are open to the public and other third parties. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, Cardinal Health Canada will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means (e.g., website) where necessary.

Training for staff

We are committed to providing all of our staff members, including anyone who deals with the public, other third parties and those who participate in the development of Cardinal Health Canada's policies and procedures the necessary training in order to provide our goods and services to people with disabilities.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- An overview of the requirements of 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 service animal or a support person
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing our facilities and services
- Cardinal Health Canada's policies, practices and procedures relating to the customer service standard

Training Schedule

Cardinal Health commits to providing Accessible Customer Service training sessions to all of our staff members, including those who deal with the public, other third parties and those who participate in the development of Cardinal Health Canada's policies and procedures. This training will occur when there are changes to the applicable policies and/or AODA requirements.

Feedback process

We welcome any feedback on our facilities and services from people with disabilities. Please send your comments to:

Erica Covassi,
Director, Human Resources
1000 Tesma Way
Vaughan, ON L4K 5R8
905-417-2668
GMB-CAN-MyTotalRewards@cardinalhealth.com

For any external customers or suppliers wishing to provide us with feedback on their customer service experience please provide them with our Cardinal Health Canada Accessibility Feedback form available on our website or attached to this policy.

We will consider all comments carefully. Customers can expect to hear back as soon as possible or within a reasonable period of time.

Note: copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format



CARDINAL HEALTH CANADA ACCESSIBILITY FEEDBACK FORM

At Cardinal Health Canada, we are committed to providing all our customers and members of the public with safe, convenient and accessible products, facilities, and services. We encourage and welcome any feedback or comments to help us monitor and improve our services and experiences. Please submit the completed Accessibility Feedback form to any of the following:

Email: GMB-CAN-MyTotalRewards@cardinalhealth.com

Fax: 905-417-5867

Phone: 905-417-2668

Mail or deliver:

Human Resources

1000 Tesma Way

Vaughan, ON L4K 5R8

Please tell us the date and time of your experience with us: _____

Did we respond to your customer service needs? Yes () No ()

Was our Customer Service provided to you in an accessible manner? Yes () No ()

Please provide details of your customer service experience: (Attach a separate sheet if needed)

If you wish to be contacted by a staff person, please provide your information:

Your full name: _____

Daytime phone number: _____ Evening phone number: _____

Address: _____

Email: _____