

Updated 2016



### **Accessibility for Ontarians with Disabilities Act (AODA)**

It is important to MULTIVAC Canada Inc. that we provide customer service in a manner accessible to all of our customers and prospective customers, including those with a disability. To achieve this goal, we have implemented policies, procedures and practices to help make the services we offer more accessible in keeping with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA).

The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. The goal of the *Integrated Accessibility Standards*, O. Reg 191/11 is to ensure that people with disabilities are given the same access to goods and to customer service levels as everyone else. Businesses are expected to provide goods and services under the principles of dignity, independence, integration and equal opportunity. The Standard also mandates measures surrounding communication, assistive devices, service animals, support persons, service disruptions, feedback, employment and training.

If you would like to provide us with feedback regarding how we deliver services to customers or prospective customers with disabilities, or to receive a copy of our accessibility policies and practices, please contact our Human Resources Department as outlined below.

If you require the requested information be provided in a particular format for reasons related to a disability, please indicate your preferred format at the time of making your request.

### **Mailing Address / In-person Request**

MULTIVAC Canada Inc.  
6 Abacus Road  
Brampton, ON L6T 5B7  
Attention: Human Resources

### **Telephone**

905.264.1170 ext. 4398

### **Fax**

905.264.9647

### **Email**

careers@ca.multivac.com