

## **Providing Goods and Services to Persons with Disabilities**

### **Statement of Commitment to Creating and Maintaining an Accessible Environment:**

Hoffmann-La Roche Ltd (Roche) is committed to providing its goods and services in a manner that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access, and to benefit from, the same services in the same place and in a similar way as other customers. Furthermore, Roche's commitment to accessible customer service will be provided in accordance with the spirit and the intent of all applicable legislation, and its own policies.

**Roche Canada Purpose Statement:** *Doing now what patients need next.*

**Related Policies:** Respect and Safety in the Workplace

### **Definitions:**

#### **Disability:**

A disability is defined as follows:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, and includes but is not limited to: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under applicable provincial insurance acts

#### **Support Person:**

A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services

#### **Service Animal:**

An animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

#### **Barriers:**

Barriers are defined as anything that prevents a person with a disability from fully participating in their community due to that disability. There are several types of barriers:

- Attitudinal barriers are those that discriminate against persons with disabilities (eg. assuming that a person who has a speech impairment can't understand you)
- Information or communications barriers happen when a person can't easily understand information (eg. print is too small to read, or signs that are not clear or easily understood)
- Technology barriers occur when a technology can't be modified to support various assistive devices (eg. a website that doesn't support screen-reading software)
- Organizational barriers are an organization's policies, practices or procedures that discriminate against persons with disabilities (eg. a hiring process that is not open to persons with disabilities, or not allowing service animals on the premises)
- Architectural and physical barriers are features of buildings or spaces that cause problems for persons with disabilities (eg. hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker, counters that are too high for a person of short stature, poor lighting for people with low vision, doorknobs that are difficult for people with arthritis to grasp, parking spaces that are too narrow for a driver who uses a wheelchair, telephones that are not equipped with telecommunications devices for people who are Deaf, deafened or hard of hearing)

## **Accessible Customer Service Plan**

Roche is committed to serving all customers by removing barriers that might arise:

### **Communication**

We will communicate with persons with disabilities in ways that take into account their disability, and will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **Telephone Services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers using email if telephone communication is not suitable to their communication needs or is not available.

### **Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Billing**

We are committed to providing accessible invoices to all of our customers and will work with them to establish and satisfy their requirements

**Documentation:**

All published documents can be made available in alternative formats if requested

**Use of Support Persons and Service Animals:**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure our staff and volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, and 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 of Service:**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Roche. In the event of any temporary disruptions to facilities or services that persons with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. Posting notice of temporary disruption of service will take place as soon as reasonably possible once Roche is aware of such disruption.

**Training for staff**

All Roche employees will receive training on our policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. This training will be provided to new employees as part of their onboarding. Roche will confirm that any staff of third parties acting on our behalf have received training on serving our customers with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with disabilities
- How to interact with persons 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 Roche's goods and services
- Feedback process
- Roche's policies, practices and procedures relating to the customer service standard.

**Feedback Process**

Feedback regarding the way Roche provides goods and services to persons with disabilities is welcome and can be shared through our website, by email, verbally or in writing. All feedback will be directed to Corporate Relations.

**Modifications to this or other policies**

Any policy of Hoffmann-La Roche Limited that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

**Questions about this policy**

Any questions about this policy should be referred to:

Hoffmann-La Roche Limited  
Attn: Corporate Affairs  
7070 Mississauga Road  
Mississauga, Ontario  
L5N 5M8  
Telephone: 1-800-561-1759