

## VISCOR'S ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

- Providing Goods & Services to People with Disabilities -

Viscor Inc. is committed to excellence in serving all customers including people with disabilities. Our most current policies surrounding this can be found on our website at [www.viscor.com](http://www.viscor.com) or by asking reception.

Our staff is familiar with assistive devices that are available on site for those individuals who have scheduled meetings or pickups. The devices that we currently have available are a ramp (plant access) to enter our facility and washroom facilities to handle Special Needs (plant access). Any temporary disruptions of these services will be posted on our website with our policies, along with the expected length of time for the disruption. In such cases, we can discuss how to temporarily accommodate any special needs when scheduling a meeting or pickup.

Our goal as a company is to address all people in a proper manner to show respect and our willingness to help. We will communicate in the same manner with people with disabilities, while attempting to take into account their specific disability and their different requirements for communication.

We are happy to allow a person's own assistive devices into the public parts of our facility, as well as welcome their service animals and any support persons that they require into these same areas.

Viscor is committed to our customers, suppliers and other third parties that we deal with regularly by ensuring that our policies and procedures regarding Ontario's Accessible Customer Service is understood and followed by our employees. Our Reception, Customer Service, Sales, Human Resources and Senior Managers are trained to understand the requirements of the AODA Act and best practices as it relates to Viscor Inc. (New staff members that come on board in these departments will be trained in the first 60 to 90 days of employment.)

Specifically, training will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, Viscor's assistive devices, how to interact/communicate with people with various types of disabilities and the staff members to speak to when a person with a disability is having difficulty communicating with Viscor or accessing Viscor's facility. The staff will also be trained on how feedback and complaints will be addressed.

All feedback, including complaints, can be directed to our general e-mail address [info@viscor.com](mailto:info@viscor.com), or a message can be left for our Senior Management at Viscor Inc. to review. At which point, customers can expect to hear back from Viscor within 10 to 15 business days.

All Viscor Inc. policies and procedures are in place to promote a positive business environment. They are meant with respect and to promote the dignity and independence of all people including those with disabilities and should not be construed or taken otherwise.