

# Accessibility Plan for Taro Canada

## Statement of Commitment

Taro Pharmaceuticals Inc. Canada (Taro Canada) strives to eliminate barriers and improve accessibility for persons with disabilities. We are committed to providing services to employees, visitors, third parties and the public which are consistent with the principles of independence, dignity, integration and equality of opportunity.

This multi-year plan outlines Taro Canada's commitment and strategy to removing barriers as it relates to current and future requirements of the *Accessibility of Ontarians with Disabilities Act*.

In accordance with the requirements, Taro Canada will:

- Post this plan on its website ([www.taro.ca](http://www.taro.ca));
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

## Accessible Emergency Information

Taro Canada is committed to providing customers, visitors, third parties and the public with publically available emergency information in an accessible way upon request. Individualized emergency repose information will be provided when necessary.

## Training

Taro Canada will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to persons with disabilities.

### **Actions taken prior to 2013**

All Taro Canada employees received training on our policies, practices and procedures as it relates to the way goods and services are provided to persons with disabilities. Training was delivered in 2012 and continues to be provided to new employees as part of the onboarding process. Third parties acting on behalf of Taro Canada have also received training on servicing our customers with disabilities. As policies, practices and procedures change, employees will be provided with updated training.

### **Actions taken post 2013 and ongoing**

In an effort to meet the standards of Ontario's accessible laws, Taro Canada provided updated training to all employees in 2015, continues to deliver this training to new employees as well as maintains training records to ensure compliance. Audits are conducted to ensure all employees complete training in a timely manner.

## Information and Communications

Taro Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities, as needs arise, to determine their information and communication needs.

Taro Canada will ensure existing feedback processes are accessible, upon request, to people with disabilities and that all publicly available information is also made accessible, upon request.

### **Actions taken prior to 2013**

- Taro Canada conducted a review of its websites and content. The website was deemed compliant; however, further upgrades are scheduled to take place in 2016. At that time, all content will conform to WCAG 2.0, Level A.
- Taro Canada's internal approval process for creation of web content includes conforming to WCAG 2.0, Level A.
- An internal communications process has been created for any customer feedback or requests.

### **Measures taken post 2013 and ongoing**

- Website and its content have been updated to ensure compliance with the WCAG 2.0, Level A requirements. Website and its content will be progressively updated to comply with Level AA requirements by January 1, 2021.
- Taro Canada will continually assess the effectiveness of the feedback process.
- Taro Canada will continue to provide information and communication in alternate formats which suit the needs of persons with disabilities, upon request.

### **Employment**

Taro Canada is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, as requested, we will accommodate persons with disabilities during the recruitment and selection processes.

- Include information about accommodations for applicants with disabilities in the job posting;
- Inform those candidates who are invited to participate in interviews that they can request accommodation for disabilities in relation to the materials or processes to be used in the assessment / selection processes;
- Notify successful applicants of our policies for accommodating employees with disabilities as part of their onboarding; and
- Maintain interview formats flexible so that applicants of all abilities can participate.

Taro Canada will continue its current process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Taro Canada will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes, and will prevent and remove other accessibility barriers identified.

### **Actions taken prior to 2013**

Taro Canada has a history of managing accommodation, modified work and return-to-work plans as required. Each employee's unique needs are considered in consultation with the employee, their manager, and Human Resources to determine the optimal plan.

### **Measures taken post 2013 and ongoing**

- Continue its practice of working on a case-by-case basis with all employees who require accommodation, or modified work, or who have been absent due to disability. Our Human Resources team and benefits suppliers work with each employee and their manager to ensure the employee's specific needs are taken into account as a customized return-to-work plan is created.
- Continue to review existing relevant policies to ensure they conform to Ontario's Accessibility Laws.
- Inform managers and employees of our accessibility policies and provide accessible formats or processes as requested.
- All mandatory Training programs will be made accessible as needs arise.
- If an employee requires accommodation or accessible formats, Taro Canada will consult with the employee to provide a format that suits his / her needs.
- Invite employees with disabilities to provide feedback and input on preventing or eliminating accessibility barriers.

### **Design of Public Spaces**

Taro Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces and as requirements to accommodate arise. Taro Canada will put the following procedures in place to prevent service disruptions to its accessible sectors accessible to the public.

- Accessibility-related equipment and features will be maintained regularly.
- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **Feedback Process**

Taro Canada welcomes feedback regarding the way in which services are provided to customers, employees, third parties, visitors and the public with disabilities. Information about the feedback process will be readily available through our pharmacies and wholesalers selling our products. Alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), are also available.

Customers can submit feedback to:

VP Sales & Marketing

(905) 790 5131

126 East Dr.

Brampton, Ontario L6T 1C1

[customerservice@taro.ca](mailto:customerservice@taro.ca)

Employees, visitors and individuals with questions about Taro Canada's policies, programs and processes relating to persons with disabilities can submit feedback to:

Director, Human Resources

Taro Pharmaceuticals Inc.

(905) 790-5140

126 East Drive

Brampton, Ontario L6T 1C1

[HR@taro.ca](mailto:HR@taro.ca)