

Mint Accessibility Plan & Policy Version 1.1

Effective 10/DEC/2021

Contents

Mint Accessibility Policy.....	2
Statement of commitment.....	2
AODA Multi-Year Accessibility Plan	2
Purpose	2
GENERAL ACCESSIBILITY Policies & Plans	3
Service Animals	3
Support Persons	3
Assistive Devices	4
Temporary Disruptions.....	4
INFORMATION AND COMMUNICATION STANDARDS	4
Telephone Services.....	4
Accessible Formats and Communication Supports.....	5
Feedback Process	5
Customer Service	5
Notice of Availability	6
Modifications to Policies	6
CONTACT.....	6

Accessibility For Ontarians With Disabilities (AODA) Policy and Plan

Mint Accessibility Policy

This Accessibility Policy outline the actions that Mint Pharmaceuticals Inc. (“Mint”) has and will put in place to improve accessibility and opportunities for people with disabilities in accordance with the Accessibility Standards for Customer Service (“SCS”) of *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). The Accessibility Plan will be reviewed every five years.

Statement of commitment

This policy describes how the Mint works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities as set out in the AODA.

We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

AODA Multi-Year Accessibility Plan

Purpose

The Multi-Year Accessibility Plan outlines Mint’s strategy to meet its requirements under the Accessibility for Ontarians With Disabilities Act, 2005, and the Integrated Accessibility Standards (Ontario Regulation 191/11) (AODA). This Multi-year accessibility plan outlines the policies and actions that Mint Pharmaceuticals put into place to improve opportunities for people with disabilities. The multi-year plan will be reviewed every 5 years and updated regularly to ensure that our organization meets the requirements.

GENERAL ACCESSIBILITY Policies & Plans

Training

Mint will ensure that training is provided on the requirements of the accessibility standards referred to in AODA as it pertains to persons with disabilities to:

- (a) all employees, and volunteers;
- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization

The training on the requirements of the accessibility standards shall be appropriate to the duties of the employees, volunteers and other persons.

The training will be provided as soon as practicable after the employee is hired, and Mint will provide training in respect of any changes to the policies, practices and procedures on an ongoing basis. Mint will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

All Mint employees and contractors receive training on accessibility standards as it relates to accessibility standards

Service Animals

Service animals are welcome on the parts of our premises where the public or third parties have access to the premises, except in areas prohibited by law or in Good Manufacturing Practice (GMP) restricted areas (such as warehouse area of Mint). Where such a case arises, alternate arrangements will be arranged, i.e. teleconference or the use of a support person.

Support Persons

If a support person accompanies a person with a disability, both parties are permitted to enter Mint's premises together, and that the person with a disability is not prevented from having access to the support person. Mint may require a person with a disability to be accompanied by a support person when on the organization's premises, but only if a support person is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises. Access will be in accordance with normal security procedures. Support persons may be paid professional support workers, volunteers, family members, or friends.

Assistive Devices

All assistive devices are permitted in all areas where it is safe to use them except in areas prohibited by law or in Good Manufacturing Practice (GMP) restricted areas (such as warehouse areas of Mint).. Examples of areas that may be unsafe include the rooftop and areas requiring electrical devices to be rated as intrinsically safe.

Examples of assistive devices include wheelchairs, canes, walkers, oxygen tanks, scooters, listening devices, and magnification devices. This list is not all inclusive. Assistive devices are not provided to the general public by Mint.

However, assistive devices required by an employee with a disability to perform his or her duties, will be provided. These types of assisted devices include modifications to technology (i.e. voice recognition software, alternate mouse choices, screen-reading software, telephones equipped with telecommunications devices for persons who are deaf, deafened or hard of hearing, etc.). Medical documentation of the need for a company issued assistive device may be required and, if so required, it should be provided to Human Relations.

Temporary Disruptions

Advance notice of planned disruptions in services, facilities or systems offered to individuals with a disability will be provided. Examples of planned disruptions include preventative or routine maintenance.

If there is an unexpected disruption due to a power failure or system failure, notice will be provided as soon as possible after the disruption is identified. In both cases, a notice indicating the reason for the disruption and its anticipated duration will be posted in a conspicuous place on the premises of the company, by posting it on Mint's website, or by such other method as is reasonable in the circumstances. This notice will also describe any alternative services, facilities, or systems put in place for the duration of the disruption.

INFORMATION AND COMMUNICATION STANDARDS

Telephone Services

Mint is committed to providing accessible telephone service. We train our staff to communicate with people over the telephone in clear and plain language, and to speak clearly and slowly.

Mint will offer to communicate by mail or electronic mail if telephone communication is not suitable to the needs of a person with disabilities.

Accessible Formats and Communication Supports

Upon request, Mint will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. Mint will consult with the individual making the request to determine the suitability of an accessible format or communication support, which may include, but are not limited to, the spoken word, accessible electronic format, accessible audio formats, and large print.

If Mint is unable to convert the information or communications into an accessible format, Mint will provide the requester with an explanation as to why the information or communication are unconvertible and a summary of the unconvertible information or communications.

Feedback Process

Mint recognize that it can't anticipate, and thus remove, all barriers. There for Mint has implemented a process by which individuals can provide feedback specific to any experience related to accessing our services. There is a feedback form available with Human Resources Department via email or phone. Our Human Resources department will respond to within five (5) business days.

Mint will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Feedback for receiving and responding to feedback about the manner in which Mint provides goods or services to persons with disabilities may be provided in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

Customer Service

Mint 's Customer Service Accessibility Plan provides clear guidance regarding the use of assistive devices, service animals, and support persons, which are welcome on Mint premises with some limited and necessary restrictions – e.g., service animals would not be permitted in areas governed by Good Manufacturing Practices (GMP).Mint will also communicate the occurrence and any impacts of the disruption of services available to persons with Disabilities, in advance, whenever possible.

All employees and contingent workers who interact with customers of, or visitors to, the company, or the general public, as well as any employees who are involved in developing Mint's Policies, Procedures and Practices on the provision of goods and services, will be trained to be aware of and comply with Ontario's Accessibility laws and the Ontario Human Rights Code, as it relates to people with Disabilities. Training will be provided in a way that best suits the duties of employees, in compliance with the Accessibility for Ontarians with Disabilities Act, as set out in the Customer Service Accessibility Plan.

Recognizing that there may be differing needs, Mint is committed to consult with people with Disabilities in a respectful manner to understand, support and meet the information and communication requirements of employees, customers of and visitors to the company.

Mint readily encourages feedback about how we can improve in supporting Accessibility. Input on our Policies, Procedures and processes can be provided. (For additional information, please see Customer Service Accessibility Plan for details on how you can provide feedback.)

Mint will review all current processes for receiving and responding to feedback and update them to improve communications with persons with disabilities.

Notice of Availability

Mint will notify the public that our documents related to accessible customer service are available upon request by posting a notice on our facility.

Modifications to Policies

Any policy, practice or procedures of Mint that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

CONTACT

For any questions about our accessibility policy, you may contact us by:

- Phone: 905.795.9437
- e-mail: info@mintpharmaceuticals.com
- Fax: 905 271 9696
- mail, or in person at:
6575 Davand Drive, Mississauga, ON L5T2M3