

## **Conavi's External Contact Accessibility Policy**

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**Conavi and its employees will strive to interact with people external to the organization in a way that reflects the following core principles as outlined in Accessibility for Ontarians with Disabilities Act (AODA), 2005.**

### **Dignity**

Interactions are conducted in a manner that is respectful to persons with a disability and does not diminish their importance.

### **Independence**

Accommodating a person's disability means respecting their right to do for themselves and allowing them to choose the way they wish to interact with the organization.

### **Integration**

Persons with disabilities can access the organization. This may require alternative formats and flexible approaches. It means inclusiveness and full participation which is a fundamental human right.

### **Equal Opportunity**

Interactions with persons with disabilities are conducted in such a way that their opportunity to interact is equal to that given to others.

### **Notice of Planned or Unplanned Disruption in Service and/or Facilities**

In the event of a disruption of service at a facility, Conavi will take all reasonable steps to provide notice of the disruption through an appropriate information channel. The notice for the disruption will include the reasons for the disruption, anticipated duration of the disruption and a description of alternative facilities that may be available. Conavi will ensure that this information is made available to visitors in the most accessible manner possible dependent upon the circumstances of the disruption. Notice of service or facility disruptions may be provided at the site of the disruption, on Conavi's website and/or on the telephone answering service.

### **Service Animals and Support Persons**

Conavi welcomes any visitor who is accompanied by a service animal including a guide dog and will provide them with access to the areas of the site where animals are permitted without posing a health & safety risk or contravening medical device research, testing and manufacturing restrictions.

Conavi welcomes any visitor who is accompanied by a support person and will provide them with access to the areas of the site provided that they have conformed with all Company procedures and practices regarding visitors.

### **Assistive Devices and Technologies**

Conavi welcomes visitors with disabilities who require the use of assistive devices and technologies in our facilities provided they do not pose a health & safety risk and conform with all Company procedures and practices including restrictions on the use of cameras and mobile phones. The provision, use and safety of personal assistive devices and technologies is the responsibility of the person with the disability or their support person as appropriate.

### **Communications**

In communicating with a person who has a disability, Conavi will do so in a manner that considers that disability. Communication requirements vary from person to person and not all persons with the same disability use the same communication modalities.

Conavi will ensure any new or refreshed website and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Conavi welcomes job candidates to advise the Company if accommodation(s) are required to support them during the selection process.

### **Alternative Policy Formats**

Conavi's External Contact Accessibility Policy and other publicly available information will be made available to external contacts upon request and on Conavi's website. As required, these documents can be made available in alternate accessible formats upon request by, or on, behalf of the visitor with a disability at no additional cost to what Conavi would normally charge for this information.

### **Feedback**

As part of Conavi's commitment to accessibility, the Company welcomes the opportunity to receive and respond to external contact feedback. To ensure that this process is accessible, Conavi can accept feedback through the following means:

#### **Phone**

1-416-483-0100

#### **Email**

[human\\_resources@conavi.com](mailto:human_resources@conavi.com)

#### **Mail**

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