

Scope: Teva Canada Employees (All Canada)
Location: Canada
Effective: May 1, 2021
Owner: Human Resources

Notice of Temporary Disruption of Service

Dear Valued Customers:

Teva Canada is committed to improving accessibility for individuals with disabilities and complying with the mandatory customer standard addressed in Ontario Regulation 429/07 ("Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA"). In the event of a Temporary Disruption of Service, Teva Canada is committed to providing timely notice in the event of a planned or unexpected disruption to customer service that may be utilized by persons with disabilities.

Temporary service disruptions may result due to many different situations. The following is a list of some common circumstances that may result in a temporary service disruption but the list is not exhaustive:

- Elevator malfunction
- Washroom Closure
- Automatic Door Malfunction
- Power Failure

Notice of a temporary service disruption shall be posted at a conspicuous place on the premises as soon as practicable. The notice will include:

- Reason for the disruption
- Which goods/services are disrupted
- Expected duration
- Any alternative office locations if feasible

It is also encouraged that if visiting one of our facilities, to please call in advance to ensure that a temporary disruption of service has not occurred. A call can be placed to our Security or Human Resources department to our designated direct line for AODA inquiries at 416-940-6486 and a Representative will be available to answer any questions. If they are not immediately available, they may need to call the back to fully resolve their issue or respond to any inquiries.

Thank you.

Teva Canada