



ACCESSIBILITY POLICY

Purpose

LifeLabs is a caring and customer driven organization committed to providing inclusive, barrier free services and workplaces for our customers and our employees with disabilities. We respect the dignity and independence of all members of our communities and work to remove any barriers to their needs at any LifeLabs facilities. The Accessibility Policy is equally internally and externally focused, and applies to all employees, customers, patients, visitors, contractors, third party services or facilities, applicants for employment, and those specifically designated, by contract to act, from time to time on behalf of LifeLabs.

- Agility is one of our core values. As an agile team, we will offer laboratory services and provide workplaces that are flexible to the needs of persons with disabilities, accommodating our customer's and employees' independence.
- Working as one team, we will make sure that laboratory services and accessible workplaces for those with disabilities are integrated. The public, our customers, and our employees with disabilities will have the same access to all facilities where applicable. In case an alternative measure is necessary, we will make sure that any person with a disability will obtain, use or benefit of our services and facilities in the same way.
- Use of guide dogs, service animals, support persons and assistive devices will be permitted at all times, unless excluded by law from the premises.
- As a customer driven team, we will establish and maintain a process for the public, our customers and our employees to provide feedback on our services and workplaces.
- With our internal and external partners in mind, we will provide or arrange for accessible communication supports for persons with disabilities. If we develop any new offerings in communication, we will notify the public about the service.
- We care about delivering the best possible experience to our employees and customers. In case there are any disruptions (planned or unplanned) to services for persons with disabilities, we will inform everyone impacted and support employees and customers in their needs.
- Should an employee require assistance in an emergency, LifeLabs will provide and maintain individualized workplace emergency response plans to employees who have a disability.
- We will accommodate the accessibility needs of employees with disabilities, when conducting performance management, providing career development or advancement to current employees, and during recruitment of new employees.
- Training will be provided to all LifeLabs employees, contract employees, and students, focusing on the principles of accessibility, with an additional focus on the provision of accessible services and standards to our customers and patients with disabilities

A handwritten signature in blue ink, appearing to read "Donna Wilson".

Donna Wilson
Senior Vice President, People