



EXPRESS SCRIPTS®

EXPRESS SCRIPTS CANADA'S CUSTOMER SERVICE POLICY

At Express Scripts Canada (ESC), we are committed to providing our goods and services in a way that respects the dignity and independence of persons with disabilities. We are further committed to giving persons with disabilities the same opportunity to access our goods and services as other customers and allowing persons with disabilities to benefit from the same services, in the same places and in similar ways.

PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

We are committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with persons with disabilities in ways that take into account their disability.

We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We will provide fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, letter or relay service if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing

We will provide accessible invoices to all of our customers and hard copy, large print and email formats will be available upon request.

We will answer any questions customers may have about the content of their invoice in person, by telephone or email.

Use of service animals and support persons

We welcome persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to customers and other third parties. Documentation from a regulated health professional proving that the animal is a service animal may be required. We will ensure that all employees and others dealing with customers and third parties are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We also welcome persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Express Scripts Canada's

premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In situations where we require a person with a disability to be accompanied by a support person for health or safety reasons, we will consult with the person with a disability to understand their needs to protect the health or safety of the person and others on the premises.

Notice of temporary disruption

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed in a prominent place.

Training for employees

We will provide training to all members of the organization as part of the onboarding process.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing Express Scripts Canada's goods and services.
- Express Scripts Canada's policies, practices and procedures relating to the customer service standard.

All employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of ESC is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ESC provides goods and services to persons with disabilities can be made by email, in person, or by telephone. Accessible formats and communication support will be provided on request. All feedback will be directed to the Human Resources department. Customers can expect a response in five business days.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of ESC that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Human Resources Department

5770 Hurontario Street, 10th Floor

Mississauga, ON L5R 3G5

Tel: 905-712-6312

Fax: 905-712-6328

Email: eschr2@express-scripts.com