

Document Title: Ipsen Canada Accessibility Policy	Document Type: Policy	Version No.: 3	Page: 1 of 3
Supersedes: September 2023	Effective Date: September 2024		

1. Purpose

Ipsen Biopharmaceuticals Canada Inc. and its Canadian affiliates and subsidiaries (collectively, “**Ipsen**”) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our goods and services. This policy outlines Ipsen’s approach to accessibility in the workplace and to ensure compliance with the Ontario *Accessibility for Ontarians with Disabilities Act*, its regulations, all other applicable provincial accessibility legislation, as well as provincial human rights legislation.

2. Scope

This policy applies to all employees, fixed term contract employees and contractors and/or external vendors who provide goods and services to the public as part of their responsibilities on behalf of Ipsen.

3. Statement of Commitment

Ipsen understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating applicable accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

We will review these policies, practices and related procedures annually, in the event of legislative changes, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

4. Overview

Ipsen will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity. We will carry out our functions and responsibilities in the following areas:

4.1 Providing Goods, Services and Facilities

We are committed to serving people who may require the use of assistive devices or who are accompanied by either a support person or service animal to obtain, use or benefit from our goods and services. People with disabilities may use their personal assistive devices when accessing Ipsen’s goods, services or facilities. In cases where the device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. Any person with a disability who is accompanied by a support person will be allowed to enter Ipsen premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. We are also committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Where a service animal is excluded by

Document Title: Ipsen Canada Accessibility Policy	Document Type: Policy	Version No.: 3	Page: 2 of 3
Supersedes: September 2023	Effective Date: September 2024		

law from Ipsen's premises, Ipsen will ensure other measures are available to enable the person with a disability to obtain, use or benefit from or access Ipsen's goods, services and facilities.

In the event of a planned or unexpected disruption to services for customers with disabilities, Ipsen will notify customers promptly. This clearly posted notice (on the premises and on our website) will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

4.2 Emergency Procedures, Plans or Public Safety Information

Ipsen will ensure that all publicly available safety and emergency information (e.g., evacuation procedures, floor plans, etc.) is provided in an accessible format or with appropriate communication supports, upon request.

4.3 Information and Communications

We will communicate with people with disabilities, including in our processes for receiving and responding to feedback, by providing or arranging for the provision of accessible formats and communication supports, upon request, in a timely manner. Accessible formats may include, but are not limited to, large print, recorded audio and electric formats, braille and other formats usable by people with disabilities.

Our website and all web content published after January 1, 2021, will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

4.4 Employment

We will notify employees, potential hires and the public that accommodations for applicants with disabilities can be made during recruitment and hiring.

We will notify employees as soon as practicable after they begin their employment that supports, including accessible communication formats and other communication supports, are available for those with disabilities and we will put in place a process to develop individual accommodation plans for employees. We will also notify employees of our measures, policies and practices in respect of accommodating employees who are disabled by barriers in the workplace and any changes made to those measures, policies and practices.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will consider the accessibility needs of all employees, and accommodations for employees with disabilities will be made in consultation with the employee. We have written processes or policies to assess and develop individual accommodations for employees.

Document Title: Ipsen Canada Accessibility Policy	Document Type: Policy	Version No.: 3	Page: 3 of 3
Supersedes: September 2023	Effective Date: September 2024		

5. Training

Ipsen will provide accessibility training (including training about aspects of human rights legislation that relate to persons with disabilities) to all employees or anyone who provides good and services to customers on behalf of Ipsen or receives customers to Ipsen's premises. Ipsen will also provide accessibility training to persons in the organization responsible for (a) recruiting, selecting and training employees, (b) supervising, managing and coordinating employees and (c) developing and implementing the employer's employment policies and practices.

This training will be provided to employees as part of the onboarding process with Ipsen and will be provided as soon as practicable. The training will be responsive to the legislative requirements, procedures and practices and revised training will be provided in the event of changes to legislation, procedures and/or practices.

6. Feedback process

Should a customer have feedback on the service provided by Ipsen to people with disabilities or if anyone has questions or concerns about this policy or related procedures, please contact:

Head of Human Resources
Ipsen Biopharmaceuticals Canada, Inc.
5050 Satellite Drive, Suite 500
Mississauga, Ontario L4W 0G1
Phone: 1-844-404-7736 or 905-238-9293
Email: Cambridge.hr@ipsen.com

Feedback forms will also be available upon request.

Customers who provide formal feedback will receive acknowledgement along with any resulting actions based on concerns or complaints that were submitted.