

CUSTOMER SERVICE POLICY STATEMENT: PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES (AODA)

Policy Statement

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), Fluidigm has developed a policy to ensure that persons with disabilities have equal access to its programs, services and activities. Fluidigm strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Fluidigm is also committed to giving people with disabilities the same opportunity to access our goods and services as others.

This policy applies to all Fluidigm employees, visitors, contractors, clients, and any person engaged in business with Fluidigm in the province of Ontario.

Information and Communications

The Company is committed to meeting the communication needs of people with disabilities. We will communicate with persons with disabilities in a manner which takes into account the person’s disability. We will provide information and communications materials in accessible formats or with communication supports when needed to support a person with a disability.

Upon request, we will provide our customers with publicly available emergency information in an accessible format and/or with appropriate communication supports.

We will train our employees who interact with customers on how to communicate with persons with a disability.

Websites

The Company is working toward updating its websites to conform to WCAG 2.0, Level A.

Publicly Available Information

The Company will take the following steps to make sure all publicly available information is made accessible to persons with disabilities upon request:

- The Company will review its existing processes for providing the public with information to ensure that individuals with disabilities can also receive such information in a manner that meets their particular needs.
- In a timely manner, the Company will provide an accessible format and/or communication support to enable an individual with a disability to receive publicly available information.
- Requested information will be provided in a timely manner that takes into account the person’s accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons.
- The Company will consult with the person making the request to determine the suitability of the accessible format or communication support that is requested.

Providing Goods and Services to People with Disabilities

The Company is committed to providing goods and services to persons with disabilities. We will provide our goods and services to individuals with a disability in a manner that respects the dignity and independence of persons with disabilities. Persons with disabilities will be given an opportunity equal to others to obtain, use and benefit from our goods, services and facilities. All goods and services provided by the Company shall follow the principles of dignity, independence, integration and equal opportunity.

The Company 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 by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods and services, as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Assistive Devices

Fluidigm is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Fluidigm will ensure that its HR partners are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Company.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Use of Service Animals and Support Persons

Fluidigm is committed to welcoming people with disabilities who are accompanied by a service animal on Fluidigm premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law from the premises. Fluidigm will also ensure that all staff and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

If the animal is excluded by law from the premises, we will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the Company's goods, services and facilities.

The customer who is accompanied by a guide dog and/or service animal is responsible for maintaining care and control of the animal at all times.

If a person with a disability requires the accompaniment of a support person, the Company will ensure that both persons are permitted to enter the Company's premises together, and the person with a disability will not be prevented from having access to the support person while on the Company's premises.

We may require a person with a disability to be accompanied by a support person while on the Company's premises if, after consulting with the person with a disability and considering the available evidence, we determine that a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, and there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Notice of Temporary Disruption

Fluidigm will provide notice in the event of planned or unexpected disruption in the facilities or services normally used by persons with disabilities.

A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. When disruptions occur, we will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and at the nearest accessible entrance to the service disruption;
- contacting customers with appointments;
- verbally notifying customers when they are making an appointment; or
- by any other method that may be reasonable in the circumstances.

Training for Staff

The Company will provide training on this policy to all employees, volunteers, persons participating in the development and approval of the Company's policies, and others who provide goods, services or facilities on behalf of the Company. In addition, training will be provided as soon as practicable after an individual begins working, volunteering, or otherwise providing services, and on a continuing basis when changes are introduced, as required. A record of training setting out the date(s) that the training was provided and the number of individuals to whom it was provided will be kept by the HR department.

Training will include:

- an overview of the AODA and the requirements set out therein;
- an overview of the Ontario *Human Rights Code* as it pertains to persons with disabilities;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- what to do if a person with a disability is having difficulty accessing a service or resource;
- how to use the equipment or devices available throughout our buildings that may help to provide services to persons with disabilities; and
- the Company's policies, practices, and procedures relating to accessibility.

Feedback Process

Fluidigm welcomes feedback regarding the provision of goods and services to persons with disabilities. Feedback may be provided in person, in writing, by email or by telephone to:

Human Resources
905-943-0182
1380 Rodick Rd, Suite 100, Markham, ON L3R 4G5
Fluidigmaccommodation@fluidigm.com

Customers who provide formal feedback will receive acknowledgement of their feedback. The Company will provide a response to any feedback provided by telephone or email within ten (10) business days. In its response, the Company will communicate any resulting actions based on concerns or complaints that were submitted. Where appropriate, Fluidigm will take feedback received into consideration as part of its ongoing policy review.

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On request, the Company is happy to provide persons with disabilities an alternative accessible format for providing feedback to the Company and for the Company to respond to a particular individual's feedback.

Access to Customer Services Standards Documents

Fluidigm has posted the documents prepared in compliance with the AODA's Customer Services Standards on the shared drive: S:Public/Human Resources/AODA, on the Connect intranet site, and Fluidigm website. Accessible versions of these documents are available upon request.