

The logo for COMPUGEN, with 'COMPU' in purple, 'GEN' in purple with three green diagonal lines, and a large green circle on the right side of the page.

# COMPUGEN

Dream. Design. Deliver.

## Accessibility Feedback Process

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# Feedback Process Description

## Introduction

Compugen Inc. intends to meet the expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated. The process in which we receive and respond to feedback is outlined in this document.

## Purpose

Compugen Inc. is committed to continuous improvement in accessibility. We welcome your feedback on any accessibility barriers that you may have encountered in dealing with Compugen Inc or your feedback on the manner in which Compugen Inc is implementing its Accessibility Plan. This feedback process aims to ensure that everyone's voice is heard and contributes to positive change.

## How to Provide Feedback

You can provide feedback through the following channels:

1. **Email:** Send your feedback to [pc@compugen.com](mailto:pc@compugen.com)
2. **Mail:** Mail your feedback to our office address: Attention: Tony Chow, People & Culture Operations Manager, 100 Via Renzo Drive, Richmond Hill, ON, L4S 0B8
3. **Telephone:** Call us at 1-800-350-7404 during business hours (9:00 am to 5:00 pm Eastern Time).

## What to Include in Your Feedback

When providing feedback, please include the following details:

1. **Description:** Clearly describe the issue, barrier, or positive experience related to accessibility.
2. **Date and Time:** Specify when the incident occurred.
3. **Location:** Provide details about the specific area, service, or product involved.
4. **Contact Information (Optional):** If you'd like a response, include your name, phone number, or email address.

Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concerns.

## Anonymous Feedback

Individuals wishing to provide anonymous feedback may do so by mail.

## Acknowledgement of Feedback

Automatic acknowledgement of receipt will be sent for feedback received by email. Feedback provided through telephone involve direct interaction with a Compugen employee and therefore the employee will acknowledge receipt of the feedback. For feedback received by mail, if contact information is provided, an acknowledgement letter will be mailed to the address provided within 10 business days. Regardless of the method used, your feedback will be treated confidentially and used solely for improving accessibility.

## How feedback will be used

Feedback will help Compugen Inc. continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, while some may highlight issues that need to be addressed right away. However, all feedback received will help Compugen Inc. develop its future accessibility plans and it will help us know how we are progressing towards our accessibility goals. The feedback we receive will be taken into consideration when we write our accessibility progress reports, published in the years between accessibility plans.

## Accessibility of the Feedback Process

We have designed this process to be accessible to everyone. If you require an alternative format (e.g., large print, high contrast, audio), please contact us either by email, phone or mail, and we will accommodate your request.