



syncreon Canada Inc. (A DP World Company) Accessibility Plan - Accessibilities for Ontarians with Disabilities Act, 2005, (AODA)

- According to the Accessibility for Ontarians with Disabilities Act, 2005, “disability” means,
 - a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)
- syncreon Canada Inc. Accessibility Policy and Commitment

At syncreon Canada Inc. we are committed to giving people with disabilities an equal opportunity to provide feedback and access any information they may need.

We are committed to interacting, communicating with and providing goods and services to members of the public that are based on the full inclusion of all persons with disabilities. We recognize that people with disabilities may have different needs and we will in accordance with government guidelines, support identification, removal and prevention of barriers for persons with disabilities. syncreon Canada Inc. can also provide accessible formats and communication supports where possible for persons with disabilities upon request. syncreon Canada Inc. is committed to providing these accessible formats and communication supports in a timely manner. To request an accessible format or communication support, please contact us via email at <https://www.syncreon.com/contact/>.

syncreon Canada Inc. established additional policies to support our Accessibility Policy

- Anti-Harassment Global Policy
- Workplace Violence and Disruptive Behaviours Global Policy
- Anti-Discrimination Global Policy Statement



- Whistleblower Policy
- Safety Policy
- Accessibility and Customer Service Presentation
- Global Code of Conduct
- Human Rights

syncreon is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided.

syncreon Canada Inc. has completed the following accessibility initiatives.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Information and Communications

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the animal cannot easily be identified as a service animal, documentation from a regulated health professional may be requested.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. The support person will not be charged an



administrative fee nor fare. Before deciding on allowing the support personnel we will consult with the person with the disability to understand their needs, consider health or safety reasons based on available evidence and then determine if there is not other reasonable way to protect the health and safety of the person or other on the premises.

We will notify customers of this through a notice posted on our premises and/or on our corporate website link to Ontario sites.

Notice of Temporary Disruption

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

The notice will be placed at the main entrance. Efforts will be made to make alternate arrangement to continue to provide service to people with disabilities.

Emergency Situations

Syncreon employees will be familiar with emergency procedures and how to assist members and third parties or staff that may require help during an emergency.

Training for Staff

syncreon will provide training to employees, volunteers and others in the Province of Ontario who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

Salaried/management employees who have contact with our customer, such as operations, materials, quality, production, maintenance, HR, finance, purchasing,

This training will be provided to staff within 30 days of new hire onboarding.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Integrated Accessibility Standards Regulation (IASR) and on the Ontario Human Rights Code as it pertains to persons with disabilities.
- syncreon's plan related to the customer service standard.
- 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 a support person



- How to use the any equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing syncreon's goods and services

Staff will also be trained when changes are made to our Accessibility and Standards service plan.

Feedback Process

Customers who wish to provide feedback on the way syncreon provides goods and services to people with disabilities can e-mail, verbally, standard letter to provide feedback

All feedback, including complaints, will be directed to the Plant Manager and/or HR Manager/Director.

Customers can expect to hear back in a timely manner and strive for no greater than 15 business days.

Employment

syncreon Canada Inc. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

It is specified in all job postings that accommodation is available for applicants with disabilities.

Current internal employee guides and policies outline our commitment to remove all barriers related to recruitment, assessment and selection.

Notice of Availability

syncreon will notify the public that our policies are available upon request by posting them on our website, and posting a notice in the front lobby.

Modifications to this or other policies

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