

Multi-Year Accessibility Plan

Barentz Canada ULC 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 and the number of individuals to whom it was provided.

Strategies and Actions

Training:

Barentz Canada ULC is committed to providing training on accessible customer service, Ontario's accessibility standards, and the provisions of the Ontario Human Rights Code that relate to persons with disabilities.

Training will be provided to:

- All employees and volunteers (if applicable).
- All individuals who participate in the development of the organization's policies; and
- All other persons who provide goods, services, or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards.
- Our policies related to the Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.



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- How to interact with individuals who use assistive devices or require the assistance of a service animal or support person.
- How to use equipment or devices available on-site or otherwise that may assist in providing goods, services, or facilities to people with disabilities; and
- What to do if a person with a disability is having difficulty accessing our organization's goods, services, or facilities.

Training Schedule and Records

Barentz Canada ULC will:

- Provide training to employees and volunteers as soon as practicable after they are hired.
- Provide updated training whenever there are changes to accessibility policies; and
- Maintain records of the training provided, including the dates on which training was delivered and the number of individuals who completed the training.

Employment:

Barentz Canada ULC is committed to fair and accessible employment practices and will notify employees, job applicants, and the public that accommodations are available during recruitment and hiring processes.

We will:

- Inform job applicants who are individually selected to participate in an assessment or selection process that accommodations are available upon request.
- Consult with applicants and provide or arrange for suitable accommodations.
- Notify successful applicants of our policies for accommodating employees with disabilities when making offers of employment.

We will also:

- Inform employees of policies supporting individuals with disabilities as soon as practicable after employment begins.
- Provide updated information whenever there are changes to existing accommodation policies.

Workplace Accommodation and Communication Supports

Barentz Canada ULC will:



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- Consult with employees to arrange suitable accommodations that take into account their accessibility needs due to disability.
- Consult with the employee making the request to determine appropriate accessible formats or communication supports for:
 - a) information required to perform their job; and
 - b) information generally available to employees in the workplace.
- Provide accessible formats and communication supports in a timely manner and at no additional cost.

Workplace Emergency Response Information

Where required, Barentz Canada ULC will:

- Provide individualized workplace emergency response information to employees with disabilities.
- With the employee's consent, share this information with a designated person who will assist them during an emergency.
- Provide this information as soon as practicable after becoming aware of the need for accommodation.

We will review individualized workplace emergency response information:

- When the employee moves to a different location within the organization.
- When the employee's accommodation needs or plans are reviewed; and
- When general emergency response policies are reviewed.

Individual Accommodation Plans and Return to Work Process

Barentz Canada ULC:

- Maintains a written process for the development of individual accommodation plans for employees.
- Has a documented return-to-work process for employees who have been absent due to a disability and require accommodations to return to work.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers, clients and suppliers with disabilities, this organization will notify customers, clients and suppliers 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 posted at the front door of the office, in the reception area, and in the kitchen area. It will also be communicated via email.

Service Animals:

We welcome individuals with disabilities who are accompanied by a service animal. Service animals are permitted in all areas of our premises that are open to the public and third parties.

If it is not readily apparent that an animal is a service animal, staff may request documentation from a regulated health professional confirming that the individual requires the service animal for reasons related to their disability.

Support Persons:

We will ensure that individuals with disabilities who are accompanied by a support person are allowed to have that person accompany them while on our premises.

Assistive Devices:

We support the use of personal assistive devices by individuals with disabilities when accessing our goods, services, or facilities. Our premises are designed to be accessible to customers who use wheelchairs.

Communication:

We are committed to communicating with individuals with disabilities in a manner that considers their specific accessibility needs. We will consult with the individual to identify and use the most suitable communication method.

Notice of Availability of Documents:

Barentz Canada ULC is committed to providing documents in accessible formats and with appropriate communication supports upon request. We will consult with the person requesting the accommodation to ensure the format or support meets their needs. All accessible materials will be provided promptly and at no extra charge.

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