



TITLE	ACCESSIBILITY POLICY
ADDRESSEES	Sika Canada Inc.
OWNER	NG
ENTRY INTO FORCE	April 10, 2023
VALID UNTIL	Revocation or revision, whichever comes first
VERSION	1
CLASSIFICATION	Internal

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1. Statement of Organizational Commitment

Sika Canada Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Sika Canada Inc. is committed to meeting its current and ongoing obligations under human rights legislation respecting non-discrimination.

Sika Canada Inc. understands its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Sika Canada Inc. is committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunities for people with disabilities.

2. Training

We are committed to training all staff, temporary employees, and students and/or volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons who are involved in the execution and monitoring of accessibility standards and accommodations

Training includes:

- 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

- 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Ergonomic workspace design including sit-stand desks
 - Wheelchair accessible washrooms
 - Designated accessible parking spots
 - Automatic door openers for individuals that require assistance
 - Other ergonomic devices (i.e. keyboard, mouse, foot stool)
 - Individual ergonomic assessments upon request from a medical professional
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We also re-train all employees every three (3) years on AODA accessibility standards.

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.

3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

4. Communication

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

We will work with the person with disabilities to determine what method of communication works for them.

5. 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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for supporting documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

6. 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. It is also noted in our Emergency Response Plan that if an individual requires assistance in exiting the facility, a designated person will assist that individual.

7. Notice of Temporary Disruption

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

The notice will be made publicly available via our company website

8. Feedback Process

Sika Canada Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Via a feedback form in the Accessibility section of our company website
- Sending an email directly to the Human Resources department at hr@ca.sika.com
- Via the company's 1-800 number (1-800-461-0566).

All feedback, including complaints, will be handled in the following manner:

All feedback will be directed to a representative of the Human Resources department and will be shared with designated individuals dependent on the type of request.

The designated Human Resources Representative will contact the individual requesting the feedback to obtain as much detail as possible to determine the best resolution.

Depending on the nature of the feedback, request or concern, customers can expect to hear back in two (2) business days. The resolution will be shared as soon as possible.

Sika Canada Inc. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

9. Notice of Availability of Documents

Sika Canada Inc. notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the company website.

Sika Canada Inc. will provide these documents in an accessible format or with communication support, on request via email or mail as required. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

10. Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

11. Employment

We notify staff that supports are available for those with disabilities as soon as we become aware and as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

12. Changes to Existing Policies

This document is publicly available. Accessible formats are available upon request. This policy will be reviewed on an annual basis and updated as required.