

## **Accessibility for Ontarians with Disabilities Multi-Year Plan**

### **Introduction**

DuPont Canada believes in integration and in equal opportunity and is committed in meeting its accessibility requirements. We are committed to meeting the needs of our employees and customers with disabilities and to removing and preventing barriers to accessibility in a timely manner.

### **Statement of Commitment**

DuPont Canada is committed to fulfilling its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) by ensuring equal access and participation for people with disabilities.

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence.

**Accessible Emergency Information:** DuPont Canada will provide customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**Information and Communication:** DuPont Canada will communicate with people with disabilities in ways that take into account their disability and will consult with people with disabilities to determine their information and communication needs. Company websites and content on those sites conform to WCAG 2.0, Level AA.

**Training for Staff:** DuPont Canada will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies, practices, and procedures.

**Assistive Devices & Use of Service Animals and Support Persons:** DuPont Canada is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be able to have that person accompany them on our premises.

**Employment Practices:** DuPont Canada will: accommodate people with disabilities during the recruitment process and when people are hired; develop individual accommodation plans and return-to-work policies for employees who have been absent due to disability; take accessibility needs of employees into account in performance management, career development, and redeployment processes.

**Design of Public Spaces:** When building or making major modifications to public spaces, DuPont Canada will commit to meeting the Accessibility Standards for the Design of Public Spaces.

**Kiosks:** The Company does not use self-service kiosks. Should we, however, utilize self-serve kiosks in the future, the needs of persons with disabilities as part of the design, procurement, or acquisition of these kiosks will be taken into consideration.

**Feedback Process:** DuPont Canada is committed to providing feedback processes that are accessible to people with disabilities. Comments or concerns may be left at the Company location in person, by telephone or via the Company website. Responses to concerns will be provided by a Company representative responsible for the area of concern.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

**Progress against our Company commitments:**

- Our Company website has been upgraded to the Web Content Accessibility Guidelines (WCAG) 2.0., to provide a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. Our website targets Level AA, which is in line with country requirements and international best practice. We regularly test our website and strive to address any content that is inaccessible.
- DuPont Canada career opportunities are available to the public and to employees on the Company website. The website *Careers* portal confirms our commitment as an equal opportunity employer to consider all qualified candidates without regard to disability or any other protected area. The website provides guidance to applicants who may require accommodation in order that they may participate fully in an interview process.
- The DuPont Code of Conduct confirms the Company's commitment to equal opportunity and non-discrimination with respect to any terms or condition of employment, including hiring, promotion, demotion, transfer, recruitment, termination, rates of pay, or other forms of compensation and selection for training.
- The DuPont Sustainability Goals include a commitment to accelerating diversity, equity & inclusion. We believe that diversity, equity, and inclusion foster innovation, customer understanding and a vibrant workplace as part of our goal to become one of the world's most inclusive companies, with diversity well ahead of industry benchmarks.
- Training on our commitments to the AODA has been provided to employees. New hire orientation is currently being developed to ensure new hires receive training at point of hire.
- Dupont Canada has been actively upgrading our existing and new facilities to meet the needs of people with disabilities and has completed the following projects since 2018:
  - New accessible building entrances including approach walkways with tactile warnings and high contrast markings and increased vestibule and lobby sizes (Kingston locations 2020)
  - New accessible elevator added to the building (Kingston location 2018)
  - New AODA compliant lunchrooms (Kingston locations 2021)
  - Upgrades to accessible parking to meet new AODA standards (Kingston locations 2022)
  - New AODA compliant washrooms and showers (Kingston locations 2020)
  - Upgrades to outdoor public spaces to include AODA seating (Kingston Location 2021)
  - Upgrades to meeting room Audio Visual to assist with visual and audible impairments (Kingston locations 2021)