

EFFECTIVE DATE: March 28, 2013

LAST REVISED: August 21, 2025

ACCESSIBILITY POLICY

Responsible Department: Talent

Approver: National Management Committee

Application: All individuals who access our services, and all Firm members

POLICY STATEMENT

Dentons Canada LLP and Dentons Canada Services Limited Partnership (the Firm or Dentons) are dedicated to creating an equitable and barrier-free environment for our clients, employees, partners, and other members of the community who may attend our offices, access our services or apply for employment with us. We aim to provide services in a way that respects the dignity and independence of individuals with disabilities, and will work to identify and remove barriers to access.

OVERVIEW

This policy aligns with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)¹ and its regulations and standards.² It outlines the practices and procedures Dentons has implemented to identify and remove barriers that hinder access to our services and to increase accessibility for individuals with disabilities in information, communications, and employment.

POLICY

1. Providing Services to Individuals with Disabilities

The Firm will provide services to clients and other members of the community who may visit our premises or access our services in a way that enables accessibility:

- a) We will communicate with individuals with disabilities in ways that take into account their disability.
- b) We will communicate in formats that are accessible, including providing special formats when requested by an individual with a disability, in consultation with that person about their needs.

¹ SO 2005, c. 11

² See: *Integrated Accessibility Standards*, O Reg 191/11 and *Customer Service Standard*.

- c) We support the use of assistive devices by individuals with disabilities to access our services.
- d) We welcome service animals into our premises to accompany individuals with disabilities, while reserving the right to limit access to an animal that is aggressive or causing damage.
- e) We welcome support persons to accompany individuals with disabilities. When a client is accompanied or assisted by a support person, we will explain how the presence of a support person may impact solicitor-client or other privilege and confidentiality.

2. Notice of Temporary Service Disruptions

- a) We will provide notice to clients, employees and other guests to the premises of any planned or unexpected disruption in the services usually used by individuals with disabilities.
- b) Such notice will include the reason for the disruption, expected duration, and alternative facilities or services to ensure that individuals with disabilities can continue to access our services.

3. Training

- a) Employees and partners of the Firm have been and will continue to be trained on the requirements set out in the Integrated Accessibility Standards and the Ontario Human Rights Code as it relates to individuals with disabilities.
- b) Training will be provided to employees and partners during onboarding and if there are any significant changes to our policies or the applicable legislation.
- c) We will maintain records of the training delivered and record completion.

4. Website Content

- a) We will take reasonable steps to ensure that all websites controlled by the Firm meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements.

5. Employment Practices

- a) We notify applicants for employment with the Firm that accommodations are available during the recruitment process. Any request for accommodation will be addressed in consultation with the applicant to ensure it appropriately meets their needs.
- b) We notify new employees about our Accommodation Policy as soon as practicable after they begin their employment.
- c) We notify all employees about our Accommodation Policy when there are any significant changes to the policy or legislative requirements.
- d) We notify our employees about our Accommodation Policy if and when their role changes and they may require a modification to their existing accommodation, and if they develop a disability that requires an accommodation.

6. Privacy and Accountability

- a) Personal information about accessibility needs that is shared with us in order to access our services will only be used for the purpose of ensuring accessibility for the individual to whom it relates, and will not otherwise be saved, shared or used for any other purpose.

- b) All employees and partners of the Firm are required to adhere to the terms of this Policy in the delivery of service.
- c) Individuals may submit feedback or complaints about accessibility in the delivery of our services or this Policy by email to: accessibility.canada@dentons.com or by sending correspondence to our People Officer at 77 King Street West, Toronto Ontario, M5K 0A1. r Chief
- d) In accordance with legislative obligations, this Policy and our 5-year Accessibility Plan will be shared on our Dentons.com website and made available on request free of charge in an accessible format. Such documents will also be posted on the Firm's internal portal.

DEFINITIONS

Assistive device is any device that an individual with a disability uses to perform a particular task, or to aid that person in activities of daily living. This includes mobility assistive device, mobility device, and communication supports, as those are defined in the *Integrated Accessibility Standards*.

Disability means a disability as defined by the *Ontario Accessibility for Ontarians with Disabilities Act, 2005*. A disability may include physical limitations, mental health issues, cognitive or intellectual development, learning, hearing or vision impairments. A disability can also include medical conditions, substance addictions, environmental sensitivities and workplace injuries. The definition includes disabilities of different severity and visible as well as nonvisible disabilities.

Service Animal is an animal used by a person with a disability for reasons relating to their disability.

Support Person is a person who accompanies an individual with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, family member or friend.

KEY CONTACTS

Name: Catherine McGregor	
Title: Canada Director, Talent Advisory	catherine.mcgregor@dentons.com
Name: Kara Sutherland	
Title: Chief People Officer	kara.sutherland@dentons.com
Name: Kimberly Grange	
Title: Canada Director, Inclusion, Diversity, Equity & Accessibility	kimberly.grange@dentons.com