

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES MULTI-YEAR ACCESSIBILITY PLAN

### INTRODUCTION AND BACKGROUND INFORMATION

#### DLA Piper (Canada) LLP’s Commitment to an Inclusive and Accessible Work Environment

DLA Piper (Canada) LLP is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Standards* regulation (the “IASR”) enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

#### ACCESSIBILITY AT DLA PIPER (CANADA) LLP

##### Accessibility Plan

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations, including DLA Piper (Canada) LLP, to ensure their workplaces and services are fully accessible to the public and employees, including persons with disabilities.

The IASR requires every employer with 50 or more employees to develop and post a Multi-Year Accessibility Plan on their website by January 1, 2014. In accordance with the IASR, DLA Piper (Canada) LLP’s *Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan* outlines DLA Piper (Canada) LLP’s comprehensive strategy to prevent and remove barriers to accessibility.

The objective of the *Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan* is to support DLA Piper (Canada) LLP’s compliance with the AODA and the IASR and DLA Piper (Canada) LLP’s commitment to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

#### DLA PIPER (CANADA) LLP’S MULTI-YEAR ACCESSIBILITY PLAN

##### General Requirements

Initiative	IASR Requirements	Action	Status
Establishment of Accessibility Policies	3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has developed and implemented the following: Integrated Accessibility Standards Policy, Employment Standards Policy, and Customer Service Standards Policy.</li> </ul>	Complete
	3(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to	<ul style="list-style-type: none"> <li>Statement of organizational commitment included in the Integrated Accessibility Standards Policy</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	<p>meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p> <p>3(3) Every obligated organization, other than a small organization, shall:</p> <p>prepare one or more written documents describing the policies it developed under subsection (1); and</p> <p>make the documents publicly available and, on request, provide them in an accessible format</p>	<ul style="list-style-type: none"> <li>• Accessibility policies are posted on DLA Piper (Canada) LLP's external website and internal intranet</li> <li>• DLA Piper (Canada) LLP will provide copies of the policies in an accessible format, upon request</li> </ul>	Complete
Accessibility Plans	<p>4(1) Large organizations shall:</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(b) review and update the accessibility plan at least once every five years.</p>	<ul style="list-style-type: none"> <li>• <i>Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan</i> drafted and implemented in 2014</li> <li>• Plan posted on DLA Piper (Canada) LLP 's external public website and internal intranet in 2014</li> <li>• Plan has been reviewed and updated, with the latest updated having been implemented in April 2024. The next plan review will take place in or before the year 2029.</li> </ul>	<p>a) Complete</p> <p>b) Complete</p> <p>c) Ongoing</p>
Training	<p>7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to:</p> <p>(a) all persons who are an employee of, or a volunteer with, the organization;</p> <p>(b) all persons who participate in developing the organization's policies and</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP will ensure that all lawyers, students and staff in the Toronto office continue to complete an online training program on the requirements of the IASR and on the <i>Human Rights Code</i> as it pertains to persons with disabilities</li> </ul>	Ongoing

Initiative	IASR Requirements	Action	Status
	(c) all other persons who provide goods, services or facilities on behalf of the organization.		
	7(5) Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will continue to keep a record of the training provided to all lawyers, students and staff in the Toronto office</li> </ul>	Complete

**Information and Communications Standards**

Initiative	IASR Requirements	Action	Status
Feedback	11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> <li>Individuals may provide feedback to DLA Piper (Canada) LLP in any number of ways:                             <ul style="list-style-type: none"> <li>Electronically, by visiting our website at <a href="https://www.dlapiper.com/en/legal-notice/additional/canada-accessibility-policy">https://www.dlapiper.com/en/legal-notice/additional/canada-accessibility-policy</a></li> <li>By email, to <a href="mailto:kathryn.buchan@dlapiper.com">kathryn.buchan@dlapiper.com</a></li> <li>In writing, by sending feedback to: DLA Piper (Canada) LLP AODA Feedback Bay Adelaide, Centre West Tower, Suite 5100 - 333 Bay Street Toronto, ON M5H 2R2</li> <li>In person, by visiting DLA Piper (Canada) LLP's Toronto office and hand delivering feedback in writing to the reception area.</li> <li>Clients may also request that their DLA Piper (Canada) LLP contact submit feedback on their behalf.</li> </ul> </li> <li>DLA Piper (Canada) LLP will provide other accessible formats and communications supports upon request to ensure that persons with disabilities are able to provide feedback and receive a timely response. Accessible formats include PDF and Word documents, Live captioning is also available in Microsoft Teams meetings upon request.</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	<p>11(3) The organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> <li>Information regarding how an individual may provide feedback to DLA Piper (Canada) LLP is available on our external public website at <a href="https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy">https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy</a></li> <li>This includes a statement regarding the availability of accessible formats and communication supports</li> </ul>	Complete
<p>Accessible Formats and Communication Supports</p>	<p>12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP strives to communicate with clients with a disability in a manner that takes into account both the disability and the client's preferred method of communication. DLA Piper (Canada) LLP can communicate with clients in writing, via telephone, email, or meetings, either in person or via video conferencing. DLA Piper (Canada) LLP recognizes that not all clients will wish to communicate in the same manner</li> <li>DLA Piper (Canada) LLP will provide accessible formats and communication supports upon request, in a timely manner, that takes into account the client's accessibility needs and at a cost that is no more than the regular cost charged to other clients of DLA Piper (Canada) LLP</li> </ul>	Complete
	<p>12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will consult with any individual who requests accessible formats and communications supports to determine the suitability of an accessible format or communication support</li> </ul>	Complete
	<p>12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> <li>Information regarding how an individual can request accessible formats and communication supports is available on our external public website at <a href="https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy">https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy</a></li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
Emergency procedure, plans or public safety information	13. (1) if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	<ul style="list-style-type: none"> <li>Emergency procedures, plans or public safety information are not currently available to the public given that the public will not need to access such services (though these are available to existing employees through the intranet)</li> <li>Should DLA Piper (Canada) LLP make emergency procedures, plans or public safety information available to the public, DLA Piper (Canada) LLP will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</li> </ul>	Complete
Accessible Websites & Web Content	14(2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section..	<ul style="list-style-type: none"> <li>The Canadian portions of the website and any of its content published after January 1, 2012 conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A or AA, as applicable, except for those requirements specifically excluded</li> </ul>	Complete

### Employment Standards

Initiative	IASR Requirements	Action	Status
Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will continue to notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process for vacancies in Ontario, by including such information in any job posting, whether such posting is made internally or externally</li> <li>DLA Piper (Canada) LLP will also include this statement on their external public website under the "Careers " section</li> </ul>	Complete
Recruitment, Assessment or Selection Process	23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the	<ul style="list-style-type: none"> <li>For positions based in Ontario, when DLA Piper (Canada) LLP notifies job applicants that they have been selected to participate further in the recruitment process, DLA Piper (Canada) LLP will continue to notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	materials or processes to be used.	assessment process by including a statement to this effect in its communication to applicants	
	23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	<ul style="list-style-type: none"> <li>If a selected applicant in Ontario requests an accommodation, DLA Piper (Canada) LLP will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability</li> </ul>	Complete / Will be done on request
Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> <li>When making offers of employment for positions in Ontario, DLA Piper (Canada) LLP will notify the successful applicant of its policies for accommodating employees with disabilities by including copies of its policies for accommodating employees with disabilities along with the offer letter or employment contract</li> </ul>	Complete
Informing Employees of Supports	25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will inform its Ontario employees of its policies used to support its employees with disabilities by posting a statement on its internal intranet website in regards to its policies</li> <li>This will include informing DLA Piper (Canada) LLP's Ontario employees about policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> <li>Copies of DLA Piper (Canada) LLP's policies will be available on its internal intranet website and will be accessible by DLA Piper (Canada) LLP's employees</li> </ul>	Complete
	25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will provide the above information to new Ontario employees as soon as practicable after commencing employment</li> </ul>	Complete
	25(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP shall provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability by updating the information on its internal intranet</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	accessibility needs due to disability.		
Accessible Formats and Communication Supports for Employees	26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:	<ul style="list-style-type: none"> <li>• Upon the request of an employee with a disability in Ontario, DLA Piper (Canada) LLP will consult with the employee to provide, or arrange to provide, accessible formats and communication supports for information that is:               <ul style="list-style-type: none"> <li>(a) needed in order to perform the employee's job; and</li> <li>(b) generally available to employees in the workplace.</li> </ul> </li> <li>• Upon the request of an employee with a disability in Ontario, DLA Piper (Canada) LLP will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to other employees</li> </ul>	Complete
	26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> <li>• In determining the suitability of an accessible format or communication support, DLA Piper (Canada) LLP will consult with the employee making the request</li> </ul>	Complete
Workplace Emergency Response Information	27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> <li>• Individualized workplace emergency response information will be provided to employees in Ontario who have a disability, where this information is necessary and where DLA Piper (Canada) LLP is aware of the employee's need for accommodation due to the employee's disability.</li> </ul>	Complete
	27(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> <li>• If DLA Piper (Canada) LLP receives the employee's consent, DLA Piper (Canada) LLP will provide the emergency response information to the person designated by the employee to provide assistance.</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	<p>27(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p>	<ul style="list-style-type: none"> <li>Part of the process</li> </ul>	Complete
	<p>27(4) Every employer shall review the individualized workplace emergency response information:</p> <p>(a) when the employee moves to a different location in the organization</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> <li>Part of the process</li> </ul>	Complete
Documented Individual Accommodation Plans	<p>28(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has developed and maintains a written process for the development of documented individual accommodation plans for employees with disabilities</li> </ul>	Complete
	<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan</li> <li>The means by which the employee is assessed on an individual basis</li> <li>The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so,</li> </ol>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP's written process for the development of individual accommodation plans addresses: <ul style="list-style-type: none"> <li>The manner in which an employee requesting accommodation can participate in the development of their individual accommodation plan</li> <li>The means by which the employee is assessed on an individual basis</li> <li>The manner in which the employer can request an evaluation by an outside medical or other expert in order to determine if accommodation can be achieved and, if so, how. Any external evaluation will be at DLA Piper (Canada) LLP's expense.</li> </ul> </li> </ul>	Complete



Initiative	IASR Requirements	Action	Status
	<p>how accommodation can be achieved</p> <p>4. The manner in which the employee can request the participation of a representative from his or her bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan</p> <p>5. The steps taken to protect the privacy of the employee's personal information</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability</p>	<ul style="list-style-type: none"> <li>• The manner in which the employee can request the participation of a representative from DLA Piper (Canada) LLP</li> <li>• The steps taken to protect the privacy of the employee's medical information</li> <li>• How often the individual accommodation plan will be reviewed and updated, and how this update will be accomplished</li> <li>• The manner in which the reasons for the denial of an individual accommodation plan will be provided to the employee</li> <li>• The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability</li> </ul>	
Return-to-Work Process	<p>29(1) Every employer, other than an employer that is a small organization:</p> <p>(a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and</p> <p>(b) shall document the process</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP develops and maintains a return-to-work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work</li> <li>• DLA Piper (Canada) LLP will document the return-to-work process</li> </ul>	Complete

Initiative	IASR Requirements	Action	Status
	<p>29(2) The return-to-work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans as part of the process</p>	<ul style="list-style-type: none"> <li>The return-to-work process outlines the steps DLA Piper (Canada) LLP will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process</li> </ul>	Complete
	<p>29(3) The return-to-work process referenced in this section does not replace or override any other return-to-work process created by or under any other statute</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP's return-to-work process will not replace or override any other return-to-work process created by or under any other statute</li> </ul>	Complete
Performance Management	<p>30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management</li> </ul>	Complete / Ongoing
Career Development and Advancement	<p>31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees</li> </ul>	Complete / Ongoing
Redeployment	<p>32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees</li> </ul>	Complete / Ongoing

**Customer Service Standards**

Initiative	IASR Requirement	Action	Status
Establishment of Policies	80.46(1) In addition to the requirements in section 3, every provider [of goods, services or facilities] shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has developed, implemented and maintains the Customer Service Policy, which is available at <a href="https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy">https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy</a></li> </ul>	Complete
	<p>80.46(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</li> <li>Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</li> <li>When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</li> </ol>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP 's policies are consistent with these principles.</li> </ul>	Complete
	(3) Without limiting subsections (1) and (2), the policies must deal with the	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP 's Customer Service Policy addresses the use of assistive devices</li> </ul>	Complete

Initiative	IASR Requirement	Action	Status
	<p>use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p>		
	<p>80.46(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has prepared a document, called the Customer Service Policy, which includes a description of DLA Piper (Canada) LLP 's policy concerning the provision of goods, services and facilities. DLA Piper (Canada) LLP will provide a copy of the Customer Service Policy to any person upon request</li> </ul>	<p>Complete</p>
	<p>80.46(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will notify persons through its external website that the Customer Service Policy is available upon request</li> </ul>	<p>Complete</p>
<p>Use of Service Animals and Support Persons</p>	<p>80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will ensure that a person with a disability who is accompanied by a guide dog or other service animal when visiting its Toronto office is permitted to enter DLA Piper (Canada) LLP 's premises with the animal to keep the animal with them</li> </ul>	<p>Complete</p>
	<p>80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will ensure that, if a service animal is excluded by law from the premises at its Toronto office, other measures will be made available to enable a person with a disability to obtain, use or benefit from DLA Piper (Canada) LLP 's goods, services or facilities</li> </ul>	<p>Complete</p>
	<p>80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will ensure that both the person with a disability and the accompanying support person are permitted to enter DLA Piper (Canada) LLP 's premises at its Toronto office together and that the person with</li> </ul>	<p>Complete</p>

Initiative	IASR Requirement	Action	Status
	together and that the person with a disability is not prevented from having access to the support person while on the premises.	a disability is not prevented from having access to the support person while on DLA Piper (Canada) LLP 's premises at its Toronto office	
	80.47(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has prepared the Customer Service Policy, which includes descriptions of DLA Piper (Canada) LLP 's service animal and support person policies. DLA Piper (Canada) LLP will provide a copy of the Customer Service Policy to any person upon request</li> </ul>	Complete
	80.47(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will notify persons through its external website that the Customer Service Policy is available upon request</li> </ul>	Complete
Notice of Temporary Disruptions	80.48(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will notify persons with disabilities if there is a temporary disruption in facilities and services the persons with a disability usually uses in accordance with its Customer Service Policy</li> </ul>	Complete
	80.48(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP 's Customer Service Policy sets out the steps DLA Piper (Canada) LLP will take in the event of a temporary disruption at its Toronto office</li> <li>DLA Piper (Canada) LLP will notify those affected by posting a notice at the Toronto office reception and/or, where possible, in the lobby of First Canadian Place</li> </ul>	Complete

Initiative	IASR Requirement	Action	Status
<p>Training for Personnel</p> <p>Training for Personnel (continued)</p>	<p>80.49(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> <li>2. Every person who participates in developing the provider's policies.</li> <li>3. Every other person who provides goods, services or facilities on behalf of the provider.</li> </ol>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP will continue to ensure that all current and new all lawyers, students and staff in the Toronto office receive training on providing goods, services or facilities to persons with disabilities</li> </ul>	<p>Complete</p>
	<p>80.49(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP will continue to store all records of the training provided under the Customer Service Standards Policy. The records will include the dates on which the training was provided and the number of individuals to whom the training was provided.</li> </ul>	<p>Complete</p>
	<p>80.49(6) Every provider, other than a small organization, shall,</p> <p>(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</p> <p>(b) on request, give a copy of the document to any person.</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP has prepared the Customer Service Policy that describes DLA Piper (Canada) LLP 's training policies, summarizes the content of the training and specifies when training will be provided.</li> <li>• The Customer Service Policy can be accessed here: <a href="https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy#1">https://www.dlapiper.com/en/legal-notices/additional/canada-accessibility-policy#1</a></li> </ul>	<p>Complete</p>
	<p>80.49(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP will notify persons to whom it provides goods, services or facilities through its external website that DLA Piper (Canada) LLP 's Customer Service Standards Policy is available upon request.</li> </ul>	<p>Complete</p>

Initiative	IASR Requirement	Action	Status
	by subsection (6) is available on request.		
Feedback Process	<p>80.50(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p>	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP has established a process for receiving and responding to feedback about the manner in which DLA Piper (Canada) LLP provides goods, services or facilities to persons with disabilities.</li> <li>• Individuals may provide feedback to DLA Piper (Canada) LLP in any number of ways: <ul style="list-style-type: none"> <li>• Electronically, by visiting our website;</li> <li>• By email to <a href="mailto:kathryn.buchan@dlapiper.com">kathryn.buchan@dlapiper.com</a></li> <li>• In person, by visiting DLA Piper (Canada) LLP's Toronto office and hand-delivering feedback in writing to the reception area.</li> <li>• In writing, to: DLA Piper (Canada) LLP AODA Feedback 1 First Canadian Place, Suite 6000, P.O. Box 367 100 King Street West Toronto, ON M5X 1E2</li> <li>• Additionally, a client may request for their DLA Piper (Canada) LLP contact to submit feedback on their behalf.</li> </ul> </li> <li>• DLA Piper (Canada) LLP will ensure the feedback process allows those providing feedback to also provide feedback on whether the feedback process itself is accessible to persons with disabilities through accessible formats and communication supports.</li> </ul>	Complete
	80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods,	<ul style="list-style-type: none"> <li>• DLA Piper (Canada) LLP 's Customer Service Policy sets out actions DLA Piper (Canada) LLP will take if feedback (which would include a complaint) is received about the manner in which goods</li> </ul>	Complete

Initiative	IASR Requirement	Action	Status
	services or facilities to persons with disabilities.	or services are provided to persons with disabilities.	
	80.50(4) Every provider shall make information about the feedback process readily available to the public.	<ul style="list-style-type: none"> <li>The availability of the feedback process is set out in the Customer Service Policy and this MYAP, which are posted on our website.</li> </ul>	Complete
	80.50(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP has prepared this MYAP and the Customer Service Policy that describes DLA Piper (Canada) LLP 's feedback process. DLA Piper (Canada) LLP will provide the Customer Service Policy to any person on request.</li> </ul>	Complete
	80.50(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP 's Customer Service Policy sets out the feedback process and DLA Piper (Canada) LLP will provide the document to any person on request.</li> </ul>	Complete
Format of Documents	<p>80.51(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> <li>DLA Piper (Canada) LLP will endeavor to provide any document required under the IASR Customer Service Standards in an accessible format or with communication support in a timely manner, so long as the cost of providing the documents in an accessible format will not cost more than the regular cost charged to other persons.</li> </ul>	Complete



Initiative	IASR Requirement	Action	Status
	80.51(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"><li>DLA Piper (Canada) LLP will respond the person's request in a timely manner, at which point DLA Piper (Canada) LLP will consult with the person making the request to determine which accessible format or communication support is suitable.</li></ul>	Complete

**CLOSING STATEMENTS AND CONTACT INFORMATION**

In accordance with the AODA and with DLA Piper (Canada) LLP's objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for DLA Piper (Canada) LLP staff to develop to their full potential, the *Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan* is posted on DLA Piper (Canada) LLP's external public website and will be reviewed and updated at least every five years.

If you have any questions, or have feedback related to DLA Piper (Canada) LLP's *Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan*, please contact DLA Piper (Canada) LLP's AODA Contact Person, Kathryn Buchan, by telephone at +1 416 941 5411 or by email at [kathryn.buchan@dlapiper.com](mailto:kathryn.buchan@dlapiper.com)