Essity Canada Inc. Accessibility Policy & Multi-Year Plan (2026–2030)

Effective Date: November 11, 2026
Last Reviewed: November 11, 2026
Next Scheduled Review: November 11, 2030

1. Statement of Commitment

Essity 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 by meeting our accessibility requirements under Ontario's accessibility laws, including the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (Ontario Regulation 191/11).

2. General Requirements

Establishment of Accessibility Policies

Essity Canada Inc. has developed, implemented, and maintained this policy governing how the organization achieves accessibility. This document is publicly available on our website at https://www.essity.com/sustainability/sustainability-reporting-governance-and-data/country-specific-disclosures-and-reports and will be provided in an accessible format upon request at no extra cost.

Multi-Year Accessibility Plan & Annual Status Reports

This Multi-Year Accessibility Plan outlines Essity's strategy to prevent and remove barriers from our workplace and customer-facing operations.

- **Review Cycle:** We will review and update this plan at least once every five years in consultation with persons with disabilities.
- **Annual Reporting:** We will prepare an annual status report on the progress of measures taken to implement this plan and post it on our website.

Training

Essity Canada Inc. will provide training on the requirements of Ontario's accessibility laws and the *Ontario Human Rights Code* as it applies to people with disabilities.

- **Who is trained:** All employees, volunteers, persons who participate in developing policies, and all other persons who provide goods, services, or facilities on behalf of the organization.
- **Timing:** Training will be provided as soon as practicable after hiring or onboarding, and whenever changes are made to our accessibility policies.
- **Record Keeping:** We will maintain a record of the dates training was provided and the number of individuals to whom it was provided.

3. Customer Service Standard

Essity Canada Inc. is committed to providing accessible customer service to people with disabilities. This means we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

Assistive Devices

People with disabilities are permitted to use their own personal assistive devices while accessing our goods, services, or facilities. In cases where an assistive device presents a significant and unavoidable health or safety concern, we will offer other reasonable measures to ensure the person can access our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

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 other third parties, unless the animal is otherwise excluded by law. If a service animal is excluded by law, we will ensure other measures are available to enable the person to obtain, use, or benefit from our goods, services, or facilities.

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.

- **Confidentiality:** Where confidential information might be discussed in front of a support person, we will obtain consent from the person with a disability first.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (such as elevators, accessible washrooms, or website outages), Essity Canada Inc. will notify customers promptly.

- **Notice Content:** The 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.
- **Placement:** Notices will be posted at 800-1275 North Service Road West Oakville, Ontario L6M 3G4 at the main entrance

Feedback Process

- Essity Canada Inc, welcomes feedback on how we provide accessible customer service. Customer feedback will be directed to Human Resources Manager].
- **How to submit feedback:** Customers can provide feedback in person, by phone at 905-339-3539, by email at Brenda.lawrence@essity.com, or in writing to 800-1275 North Service Road West Oakville, Ontario L6M 3G4.
- **Response:** Customers can expect to hear back within 5 business days. Accessible formats and communication supports are available upon request during the feedback process.

4. Information and Communications Standard

Accessible Formats and Communication Supports

Upon request, Essity Canada inc. will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities:

- In a timely manner that takes into account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request to determine the suitability of an accessible format or communication support.

5. Employment Standard

Essity Canada Inc, is committed to fair and accessible employment practices across all stages of the employment lifecycle.

Recruitment, Assessment, and Selection

- **Job Postings:** We notify employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.
- **Interviews:** We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for a suitable accommodation.
- **Notice to Successful Applicants:** When making offers of employment, we notify the successful applicant of our policies for accommodating employees with disabilities.

Informing Employees of Supports

We inform our employees of our policies used to support employees with disabilities, including policies on job accommodations that take into account an employee's accessibility needs due to disability. This information is provided to new employees as soon as practicable after they begin their employment, and updated information is provided whenever there is a change to existing policies.

Documented Individual Accommodation Plans (IAPs)

Essity Canada Inc maintains a written process for the development of documented individual accommodation plans for employees with disabilities. These plans include:

- How the employee can participate in the development of the plan.
- How the employee is assessed on an individual basis.
- How Essity Canada Inc. can request an evaluation by an outside medical or other expert, at our expense, to assist in determining if and how accommodation can be achieved.
- How the employee can request the participation of a representative from their bargaining agent (where represented) or another workplace representative.
- Steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.

Workplace Emergency Response Information

We provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and we are aware of the need for accommodation. With the employee's consent, this information is shared with the person designated to provide assistance to the employee. This information is reviewed when the employee moves to a different location, when overall accommodation needs are reviewed, and when general emergency response policies are reviewed.

Return to Work Process

Essity maintains a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. The return-to-work process outlines the steps we will take to facilitate the return to work and uses documented individual accommodation plans as part of the process.

Performance Management, Career Development, and Redeployment

Essity Canada Inc. takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when:

- Using performance management processes.
- Providing career development and advancement to employees.
- Redeploying employees.

6. Multi-Year Action Plan Schedule (2026–2030)

Initiative / Standard	Action Items	Target Completion	Status / Responsible Lead
General Requirements	Review and update Accessibility Policy and Multi-Year Plan; publish on website.	Q4 2030	HR Department
Training	Deliver mandatory AODA & Human Rights Code training to all new hires and volunteers; log completion dates.	Ongoing	HR Department]
Customer Service	Audit physical premises for clear signage, service counter access, and disruption notice templates.	Q2 2028	Facilities Manager
Information & Communications	Conduct WCAG 2.0 Level AA audit on public website and digital PDFs; remediate identified barriers.	Q3 2028]	HR Department
Employment	Review recruitment templates, IAP procedures, and emergency response forms.	Q1 2028	HR Department
Annual Reporting	Publish Annual Accessibility Status Report on website; file Ontario Accessibility Compliance Report when due.	Annually (Q4)	HR Department

Contact Information

For more information on this accessibility plan, or to request a copy in an accessible format, please contact:

- **Contact Name / Title:** Brenda Lawrence, HR Manager
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- **Email:** Brenda.lawrence@essity.com
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- **Website:** https://www.essity.com/sustainability/sustainability-reporting-governance-and-data/country-specific-disclosures-and-reports