

# Multi-Year Accessibility Plan (Ontario-Based Employees)

## Introduction:

At Hiram Walker & Sons Limited (the Company), we are committed to fostering an inclusive, respectful, and accessible environment for our employees and customers. We strive to meet the needs of individuals with disabilities by identifying, removing, and preventing barriers to accessibility. We provide accommodations throughout the employment lifecycle, including during recruitment, hiring, and ongoing employment, and we ensure accessibility is considered in our workplace practices, training, and facilities.

We are committed to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This Multi-Year Accessibility Plan outlines the steps we are taking to meet these requirements and to improve accessibility across our organization. While our approach has primarily been responsive to individual needs, we remain committed to listening to feedback, making practical improvements, and enhancing accessibility over time.

This plan will be reviewed and updated at least once every five years, and we will continue to seek opportunities to strengthen our approach and remove barriers wherever possible.

## Customer Service:

The Company is committed to providing accessible customer service to all members of the public. Our primary customer-facing area is our on-site bar, retail space, and facility tours, where we strive to create a welcoming and inclusive experience for all visitors. Our location includes accessible features such as ramp access, accessible entrances, and barrier-free pathways. Where needed, we work with guests to provide reasonable accommodations, such as adjusting seating arrangements or offering alternative ways to participate in aspects of the experience.

In situations where certain areas, such as the production facility, present safety limitations, alternative options may be offered, including modified or virtual tour experiences using video and other materials. Our team also adapts communication approaches to support guests with varying needs and welcomes feedback to help improve accessibility over time.

## Information and Communications:

Providing clear and accessible information is an important part of supporting an inclusive workplace and customer experience at our Company. Most communications are delivered through standard channels such as email, meetings, and company-wide updates, which allow for flexibility in how information is accessed and understood. Where needed, we will work with individuals to provide information in accessible formats or with appropriate communication supports, based on their specific needs.

For broader communications, such as town halls or group meetings, accommodations can be arranged to support full participation. We will continue to consider accessibility in how information is created and shared, and we welcome feedback that helps us improve our approach over time.

### Employment:

Accessibility is integrated throughout the employment lifecycle at the Company, including recruitment, hiring, and ongoing employment. Applicants are informed of the availability of accommodations during the recruitment process, and appropriate supports are provided upon request throughout assessment and selection. Successful candidates are made aware of accommodation policies, and employees are informed of available supports as part of their onboarding and through ongoing communications. Where required, accessible formats and communication supports are provided to enable employees to perform their roles and access workplace information.

Processes are in place to support individualized accommodation needs, including the development of accommodation plans, workplace emergency response information, and return-to-work arrangements where applicable. Accessibility considerations are also taken into account in performance management, career development, and redeployment practices. Moving forward, the Company will continue to apply these practices, review and update policies as needed, and consider opportunities to enhance support through evolving tools and approaches.

### Training:

Accessibility training is incorporated into the onboarding process at our Company, ensuring that employees receive foundational knowledge on accessibility standards and the Human Rights Code as it relates to persons with disabilities. Training is provided as soon as practicable after joining the organization and is aligned with the responsibilities of each role.

As accessibility practices and internal policies evolve, training materials are reviewed and updated to reflect current requirements. Additional training is provided as needed to ensure employees, and others acting on behalf of the organization, remain informed and equipped to support an inclusive and accessible environment.