

## **Accessibility Policy**

### *Our Commitment to Accessibility*

Sompo Japan Insurance Inc. (Canada Branch) and Sompo Canada Services Corp.<sup>1</sup> (together, the “company,” “Sompo” or “we”) are 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 accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and by meeting the accessibility requirements under the *Accessibility for Ontarians with Disability Act, 2005* (“AODA”).

The company will update this Accessibility Policy at least every five years to reflect progress. A review will be conducted more frequently in the event of legislative changes or any changes to the work or the workplace that necessitates an earlier review. We will consult with customers, employees and other stakeholders in its development and implementation. This Accessibility Policy is publicly available on our website and, upon request, will be provided in an accessible format.

Sompo is committed to servicing all customers, suppliers, and employees, including persons with disabilities by adhering to the following standards:

#### **A. Information and Communication**

##### *Accessible Formats and Communication Supports*

The company is committed to meeting the communication needs of people with disabilities. When requested, the company will provide publicly available information and communications materials in accessible formats or with communication supports in a timely manner and at no additional cost to the individual. This includes publicly available

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<sup>1</sup> Sompo Canada Services Corp. is a wholly owned subsidiary of Sompo International Holdings Ltd., a wholly owned subsidiary of Sompo Japan Insurance Inc., and a member of the Sompo Holdings, Inc. (“Sompo Holdings”) group of companies.



information about our goods, services and facilities, as well as publicly available emergency information.

#### *Accessible Website and Web Content*

Websites and web content will strive to maintain appropriate standards under the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0) to the extent possible.

#### *Feedback*

Sompo will ensure that our process for receiving and responding to feedback is accessible by people with disabilities by providing accessible formats and communication supports upon request. We will also notify the public of the availability of accessible formats.

### B. Employment Practices and Training

#### *Employment Practices*

Sompo is committed to fair and accessible employment practices. We have processes for developing individual accommodation plans and return-to-work options for employees that have been absent due to a disability. We also have processes for ensuring the accessibility needs of employees with disabilities are taken into account during performance management, career development, and redeployment processes.

#### *Recruitment, Assessment or Selection Process*

Sompo will notify all internal and external job applicants if/when selected for an interview about the availability of accommodation for job applicants who have disabilities. Where an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability. Successful applicants will be made aware of the company's policies and supports for accommodating people with disabilities.

#### *Workplace Emergency Response*

The company will 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 company is aware of the need for accommodation.

### *Training*

The company is committed to providing training with respect to accessibility to all employees and volunteers who deal with the public or provide goods or services on behalf of the Company, and all those who are involved in the development and approvals of the Company's customer service policies, practices and procedures.

Regardless of the format, training will include the following:

- An overview of Ontario's accessibility laws, including the AODA, the Customer Service Standards and the IASR;

- How to interact and communicate with people with various types of disabilities;

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;

- How to use personal assistive devices on premises to help with the provision of goods or services to people with disabilities;

- What to do if a person with a disability is having difficulty accessing the company's goods and services; and

- The company's policies, practices and procedures relating to accessible customer service.]

### C. Customer Service

In accordance with this Policy, Sompo will make every reasonable effort to ensure that

- Persons with disabilities are provided equal opportunities to obtain, use and benefit from the company's goods and services;

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;

- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;

- Communications with a person with a disability are conducted in a manner that takes the person's disability into account; and

- Persons with disabilities may use assistive devices, service animals and support persons, as necessary, to access the company's goods and services unless superseded by other legislation.



### *Assistive Devices*

The company will permit all assistive devices on its premises that may be required by persons with disabilities while accessing our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods, services, or facilities.

### *Support Persons*

The company is also committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed on the company's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

### *Guide Dogs and Service Animals*

The company welcomes persons with disabilities who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. In areas where service animals are excluded by law, the company will ensure that other measures are made available to enable the customer with a disability to access or use the goods and services.

### *Notice of Temporary Disruptions in Service*

We will provide customers with notice in the event of any planned or unexpected disruptions in our facilities or services usually used by persons with disabilities. Such notices will be provided in accessible formats as required and will be posted on the company's website and/or by any other methods that may be reasonable under the circumstances. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

## D. Feedback and Contact Information

### *Submitting Feedback*

The company's goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback will be accepted in person, by telephone, in writing or by email. If a feedback method is not suitable, a customer may request another



method for communication. We will respect the privacy of all individuals who submit feedback, and feedback will be reviewed for possible action that can be taken to improve the company's products and services.

For more information on this Accessibility Policy or the Plan, please contact:

Melanie Hoad  
VP, Head of Legal and Compliance, Canada  
Suite 3100, 199 Bay Street  
Commerce Court, P.O. Box 254  
Toronto, Ontario  
mhoad@sompo-intl.com

#### *Availability of Documents*

All documents required by the IASR Standards, including the Sompo Canada Accessibility Policy and Plan, notice(s) of planned temporary disruptions, training records, and the written feedback process are available upon request from Melanie Hoad at mhoad@sompo-intl.com, subject to all applicable laws.

#### NOTICE: Accessibility Plan

Sompo's multi-year Accessibility Plan outlines our strategy to prevent and remove barriers from the workplace, improve opportunities for persons with disabilities and meet requirements under the Integrated Accessibility Standards Regulations (IASR) to the AODA. The Accessibility Plan is available [Canada-Accessibility-Plan-2026-2030.pdf](#)

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