

Accessibility Policy and Multi-Year Accessibility Plan 2024 to 2029

Summary

This accessibility policy and multi-year accessibility plan outlines the current, ongoing, and planned actions of PartnerRe Life Reinsurance Company of Canada (“PartnerRe Canada”) as it strives to remove barriers and ensure equality of opportunity for people with disabilities in Canada.

This policy and plan will be reviewed at least once every five years. A review will be conducted more frequently in the event of legislative changes or any changes to the work or the workplace in Canada that necessitates an earlier review.

This policy and plan will be posted in public areas of our Canada location and on our website. Individuals can request a copy of this policy and plan at any time in a format or with communication supports that meet the needs of the individual.

Statement of Commitment

PartnerRe Canada is committed to meeting the objectives and requirements of the *Ontarians with disabilities Act* (“AODA”) and the *Integrated Accessibility Standards Regulation* (“IASR”) and the Ontario *Human Rights Code* including the removal of barriers to accessibility, and meeting the accessibility needs of persons with disabilities with respect to PartnerRe Canada’s programs, services and facilities in Canada, in a timely manner.

PartnerRe Canada 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 also committed to giving people with disabilities the same opportunity to access and benefit from our services, in the same place and in a similar way as those without disabilities.

All employees of and contractors and agents who work on behalf of PartnerRe Canada and deal with members of the public or other third parties are expected to conduct themselves in accordance with this policy.

A. CUSTOMER SERVICE STANDARD

PURPOSE

PartnerRe Canada is committed to providing accessible and integrated customer service in a way that respects the dignity, equality, and independence of persons with disabilities. PartnerRe Canada will communicate and interact with all persons with disabilities in a manner that takes into account their disability. Any training conducted in respect of providing customer service will reaffirm the importance of this principle. PartnerRe Canada will train its employees, staff and volunteers who interact with the public

or third parties on its behalf in Canada, or who participate in developing PartnerRe Canada policies, on the Customer Service Standard of the AODA. Training will be done as soon as reasonably practicable following hire, or following a change in role, legislation, or PartnerRe Canada policy, as required.

Training in Canada will include how to interact and communicate with persons with various types of disability; how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person; the proper use of assistive devices; and what to do if a person with a particular type of disability is having difficulty accessing PartnerRe Canada's goods or services. Records of training will be kept. If a person with a disability is accompanied by a support person, PartnerRe Canada shall ensure that both persons are permitted to enter the premises in Canada together and that the person with a disability is not prevented from having access to the support person.

PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Communication

PartnerRe Canada strives to communicate with persons with disabilities in a manner that considers the person's disability. Upon request, PartnerRe Canada will consult with people with disabilities to determine their information and communication needs. Communication strategies are set out in PartnerRe Canada's accessibility training program. Any publicly available emergency information provided to PartnerRe Canada's clients will be made available in accessible formats and/or with appropriate communication supports, upon request.

Assistive Devices

Persons with disabilities are permitted to use their own assistive devices when on PartnerRe Canada's premises for the purposes of obtaining, using, or benefiting from PartnerRe Canada's goods and services.

If there is a physical, technological, or other type of barrier that prevents the use of an assistive device on PartnerRe Canada's premises, we will work to remove that barrier. If we are not able to remove the barrier, we will ask the individual with the disability how they can be accommodated, what alternative measures would enable equal access to PartnerRe Canada's goods and services and PartnerRe Canada will work to provide the individual with alternative means of assistance.

Our employees will receive training on the various types of assistive devices that may be used by persons with disabilities while accessing PartnerRe Canada's goods and services.

Service Animals

Persons with disabilities that are accompanied by a service animal will be allowed to access PartnerRe Canada's premises that are open to the public and keep the animal with him or her unless otherwise excluded by law. If a service animal must be excluded from the premises, PartnerRe Canada will provide the individual with the reasons for the exclusion and explore alternative ways to meet the individual's needs.

If it is not readily apparent that the animal is a service animal, PartnerRe Canada may request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

Our employees will receive training on how to interact with persons with disabilities accompanied by a service animal.

Support Persons

Persons with disabilities may enter PartnerRe Canada's premises with a Support Person and have unobstructed access to the Support Person while on the premises.

PartnerRe Canada may require persons with disabilities to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

Our employees will receive training on how to interact with persons with disabilities who are accompanied by a Support Person.

Notice of Temporary Disruptions

PartnerRe Canada will notify customers if there is a planned or unexpected disruption of facilities or services typically used by persons with disabilities in order to access PartnerRe Canada's goods and services. The notice will be posted at the entrance of the affected premises.

The notice will include the following information:

- The facility or service that is unavailable;
- The anticipated duration of the disruption;
- The reason for the disruption; and
- Alternative facilities or services, if available.

CSS TRAINING AND RECORDS

PartnerRe Canada will provide training as required under the AODA to all persons to whom this policy applies as well as to the individuals charged with developing this policy and related procedures and practices.

Content of Training

Training will include:

- A review of the purpose of the AODA and requirements of the CSS;
- A review of this policy;
- How to interact and communicate with persons with various types of both visible and nonvisible disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use equipment and/or devices made available on PartnerRe Canada's premises to assist persons with disabilities with obtaining, using, or benefiting from PartnerRe Canada's goods and services.
- What to do if a person with a disability is having difficulty accessing PartnerRe Canada's premises and/or goods and services.

The training will be provided to all of our employees to whom this policy applies as soon as practicable after they are assigned the applicable duties. Training will be provided on an ongoing basis in accordance with changes to this policy and its related practices and procedures.

Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals who attended the training will be maintained in accordance with the requirements of the AODA.

FEEDBACK

PartnerRe Canada welcomes and appreciates feedback regarding this policy and its implementation. Feedback can be provided in the following ways:

- By telephone at: 1-416-861-0033
- In writing to: Attention: Human Resources, PartnerRe Life Reinsurance Company of Canada, 95 Wellington St West, 12th Floor, Toronto, ON M5J 2N7
- Via email to: Subhee.Ahmad@partnerre.com

PartnerRe Canada will respond to all feedback promptly and will endeavor to do so within 5 business days.

DOCUMENTATION TO BE MADE AVAILABLE

This policy will be made available to any member of the public upon request and in a format that recognizes the disability of the person requesting it. This policy will also be posted on our Intranet and in a conspicuous place in the workplace.

WORKPLACE EMERGENCY RESPONSE INFORMATION

In addition to providing customers with disabilities with full accessibility to PartnerRe Canada's goods and services at all times in a way that respects their dignity and independence, PartnerRe Canada is committed to providing its employees with disabilities with the same opportunities as its other employees. With this in mind, PartnerRe Canada will provide individualized workplace emergency response information to all of its employees with a visible or non-visible disability, if the individual so requires. This information can also be provided to the employee who is designated to assist the employee with disabilities.

B. INTEGRATED ACCESSIBILITY STANDARDS

ACCESSIBLE INFORMATION AND COMMUNICATIONS STANDARDS

PartnerRe Canada will create, provide, and receive information and communications in a way that is accessible for persons with disabilities. Upon request, PartnerRe Canada will consult with people with disabilities to determine their information and communication needs.

Feedback

PartnerRe Canada welcomes and appreciates all forms of feedback. PartnerRe Canada will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

PartnerRe Canada will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- PartnerRe Canada will review its existing processes for receiving feedback, to ensure that disabled individuals can provide feedback in a manner that meets their particular needs.
- Upon request and in a timely manner, PartnerRe Canada will provide an accessible format and/or communication support to enable an individual with a disability to provide feedback, including feedback about the feedback process itself. Feedback can be delivered verbally (in person or by telephone) or in writing (and delivered in person or via regular mail or email). If a method of providing feedback is not suitable, PartnerRe Canada will provide additional alternate methods upon request and will ensure that the feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Feedback received by PartnerRe Canada will be redirected to a designated contact person within the HR Department at PartnerRe Canada's office. Individuals can expect to hear back promptly.
- Along with providing acknowledgement of such feedback, PartnerRe Canada will communicate any resulting actions based on concerns or complaints that were submitted.
- Upon request and in a timely manner, PartnerRe Canada will arrange for its responses to feedback to be provided in an accessible format and/or with necessary communication supports.

Accessible Formats

Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes in account the person's accessibility needs. PartnerRe Canada will work collaboratively with the person making the request to determine the suitability of an accessible format or communication support. We will also notify the public about the availability of accessible formats and communication supports.

Accessible Website

PartnerRe Canada will also ensure that all internet websites and web content conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). Except where meeting the requirement is not practicable within the meaning of the *AODA* and its Regulations, this commitment applies to all web content published on a PartnerRe Canada website after January 2012, and all websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product.

EMPLOYMENT STANDARDS

PartnerRe Canada is committed to fair and accessible employment practices. PartnerRe Canada will identify, prevent, and remove barriers at all stages of the employment life cycle for persons with disabilities.

Providing workplace accommodation means making adaptations or adjustment in the workplace to enable an individual with particular needs to perform the duties and fulfill the requirements of the job and to participate in training and career development opportunities with PartnerRe Canada. It means making changes to the work environment to allow for the use of the skills of an employee with a disability in order that the essential requirements of the job may be met. It does not mean changing the essential duties of the

job or position. Accommodation is linked to the nature of the work performed contributes to the individual's performance of the essential or *bona fide* requirements of their work. Accommodation is provided to the point of undue hardship for conditions which have an impact on employment. Accommodation does not require an employer to create a job or so significantly alter a job as to have a different job in order to accommodate an applicant or an employee. Accommodation is done on a case by case basis, taking into account the employee's individualized needs and PartnerRe Canada's operational realities.

Our employees are expected to cooperate with and participate in the search for appropriate accommodation, including providing medical evidence/support as may be reasonably required under this plan and policy and/or applicable human rights laws.

Recruitment, Assessment and Selection Processes

PartnerRe Canada will notify job applicants in Canada about the availability of accommodation for persons with disabilities in its recruitment process. We will also notify job applicants when they are 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 the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs. We train staff involved in recruitment and hiring in Canada to advise applicants that accommodation is available for applicants with disabilities during the interview/assessment processes.

Notice to Successful Applicants and Accommodation Information

When making offers of employment, PartnerRe Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

PartnerRe Canada will continue to inform its employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodation that take into account an employee's accessibility needs. This information will be provided to new employees of PartnerRe Canada as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, PartnerRe Canada will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employee's job, as well as information generally available to other employees. When determining the suitability of an accessible format or communication support, we will consult with the employee making the request. However, PartnerRe Canada reserves the flexibility to decide on the most appropriate accessible formats or communication supports for its employees (based on the needs of the specific employee and the capacity of PartnerRe Canada to provide the support).

Additionally, upon request, PartnerRe Canada will ensure that any of its employees with a disability will receive information in a format that is accessible or that provides communication supports to the employee. Information for the purpose of this policy includes (a) information that is required for an employee to do the job for which they were hired and (b) any other information that is generally available to employees in the workplace

Workplace Emergency Response Information

PartnerRe Canada will provide individualized workplace emergency response information to its employees with disabilities if we are made aware of the need for accommodation. PartnerRe Canada will provide this information as soon as practicable after becoming aware of the need for accommodation. PartnerRe Canada has and will ask its employees for information about the disability supports that may be required in the event of an emergency and will work with each employee who responds to its request for information in order to develop an individualized workplace emergency response plan.

In circumstances where a PartnerRe Canada employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to those designated by PartnerRe Canada to provide assistance to the employee (e.g., immediate supervisor, fire warden, etc.).

New PartnerRe Canada employees will be asked whether they require assistance in the event of an emergency, in which case an individualized workplace emergency response plan will also be prepared in consultation with that employee. PartnerRe Canada will periodically remind employees to identify whether they require assistance in the event of an emergency, or, if relevant, as part of an ongoing accommodation inquiry, in which case an individualized workplace emergency response plan will also be prepared in consultation with that employee.

Individualized workplace emergency response information will be reviewed when an employee moves to a different location within the office, when the individual's overall accommodation needs or plans are modified when, from time-to-time, PartnerRe Canada reviews its general emergency response plans.

Documented Individual Accommodation Plans

PartnerRe Canada maintains a written process for the development of documented individual accommodation plans for employees with disabilities.

Specifically,

- PartnerRe Canada will ensure that an employee requesting accommodation can participate in the development of the individualized accommodation plan. PartnerRe Canada employees will be able to participate in the development of the individualized accommodation plan by (a) advising PartnerRe Canada of the limitations brought about by the nature of their disability; (b) suggesting methods of accommodating those limitations; and (c) providing medical support for any accommodations requested.
- Employees will be able to participate in the development of the individual accommodation plan by meeting with PartnerRe Canada's management/human resources in person at a mutually convenient time or by providing his or her written comments to a Company supervisor. Please note that PartnerRe Canada may require an employee to provide medical support for accommodations requested and/or a meeting in person in order to canvass possible options for accommodation.
- PartnerRe Canada will support the ongoing assessment of its employees for the purpose of individualized accommodations with reference to any medical information provided by the employee and any medical information requested based upon objective observations and criteria that may necessitate an initial or ongoing physical or mental assessment.
- PartnerRe Canada may request an independent medical examination to assist in the accommodation process. Any request for an independent medical examination will be made in writing and the cost of the examination will be borne by PartnerRe Canada or its insurer, as the case may be.
- A PartnerRe Canada employee's or candidate's privacy, as it relates to any personal information disclosed as a result of the need for an individualized accommodation plan, will be safeguarded to

the extent possible. PartnerRe Canada will ensure that only information that is reasonably necessary for the accommodation inquiry will be sought from the employee or job applicant. PartnerRe Canada will keep any information disclosed in management offices, with appropriate safeguards, and will not share that information (except as required to implement the individual accommodation plan, including with medical consultants retained by PartnerRe Canada) with any third party without the consent of the employee. Accommodation information that is no longer necessary will be securely destroyed, subject to internal record retention guidelines.

- Individualized accommodation plans will be reviewed every two years or upon the provision of new, objective medical information or a change in circumstances that necessitates an earlier review. PartnerRe Canada will undertake the review and will consult with the employee if it is determined that amendments to the plan are required. An employee can request a review of the individualized accommodation plan at any time, understanding that such requests must be objectively necessary and based upon a change in the employee's accommodation needs, the workplace duties being assigned and/or the physical layout of the workplace.
- In the event that a request for individualized accommodation plan is denied (in whole or in part, including requests to amend the plan), PartnerRe Canada will notify the employee of the reasons for the denial in writing and, with reference to the employee's disability, in an alternate format that takes into account the employee's disability.
- Individualized accommodation plans will be provided to an employee in writing and, with reference to the employee's disability, in an alternate format that takes into account the employee's disability.

Return to Work Process

PartnerRe Canada is committed to safely returning its employees who have been absent from the workplace to work, with or without accommodation, at the earliest opportunity.

To do so, PartnerRe Canada has developed the following return to work process:

- Either the employee or PartnerRe Canada may initiate the return to work process, based on the employee's particular circumstances;
- An employee who makes a request to return to the workplace after a period of disability, will be returned to work (with or without accommodations) at the earliest opportunity;
- PartnerRe Canada reserves the right to require an employee to provide objective medical information confirming his or her ability to safely return to work;
- PartnerRe Canada will implement an individualized accommodation plan for any employee who requires accommodations upon his or her return to work; and
- PartnerRe Canada will allow the employee to provide input into his or her return to work plan, subject at all times to the right of PartnerRe Canada to request objective medical information in support of a particular request.

Nothing in this plan and policy relieves an employee of the obligation to participate in a return to work process or disability management process established by PartnerRe Canada's insurer or other contracting party, if applicable.

Performance Management, Career Development and Advancement and Redeployment

PartnerRe Canada takes into account the accessibility needs and individual accommodation plans of its employees with disabilities in performance management processes, when providing career development and advancement opportunities, and when considering redeployment.

IAS TRAINING AND RECORDS

PartnerRe Canada will ensure that training is provided on the requirements of the IAS, AODA and on the Human Rights Code as it pertains to persons with disabilities to: (a) all of its employees; (b) all persons who participate in developing PartnerRe Canada's policies; and (c) all other persons who provide goods, services or facilities on behalf of PartnerRe Canada.

The training will be appropriate to the duties of the person receiving such training. PartnerRe Canada will incorporate this training requirement into hiring practices to ensure that new employees complete the required training within a reasonable time of having accepted a position with PartnerRe Canada. PartnerRe Canada will ensure that training is provided on any changes to relevant policies on an ongoing basis.

We will maintain a record of employees who receive and complete the training. The records will include the dates that training is provided, and the names of the individuals who received and completed the training.

Design of Public Spaces and Kiosk Standards

If PartnerRe Canada introduces kiosks, or is building or making any major modifications to a public space it will comply with all legislative requirements, including those mandated by the *AODA*.

Modifications to this Policy or other policies

PartnerRe Canada will consider and take appropriate steps to modify or provide alternatives to any of its policies or practices that may have the unintended impact of failing to respect and promote the dignity and independence of persons with disabilities. PartnerRe Canada will continue to work hard to make its goods and services available to all who wish to use them, including persons with disabilities.

For more information:

For more information on this accessibility plan, or to obtain this document in accessible formats, please contact PartnerRe Canada's HR Department at:

- Phone: 1-416-861-0033
- Address: Attention: Human Resources, PartnerRe Life Reinsurance Company of Canada, 95 Wellington St West, 12th Floor, Toronto, ON M5J 2N7
- Email: Subhee.Ahmad@partnerre.com

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