

MONDELEZ CANADA ACCESSIBILITY POLICY

Introduction

This Accessibility Policy (the “Policy”) outlines the commitments that Mondelēz Canada Inc. (herein “Mondelez Canada”, “we”) has made in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the Integrated Accessibility Standards Regulation 191/11 (“IASR”).

Statement of Commitment

Mondelez Canada is committed to treating all people in a manner that allows them to maintain their dignity and independence and is committed to the principles outlined in the AODA. Further, Mondelez Canada is committed to meeting the accessibility needs of persons with disabilities in a timely manner. As part of our ongoing commitment to the values of diversity and inclusion, we reinforce and renew our commitment to Equal Employment Opportunity (EEO). We continue to support measures that promote an inclusive environment for both customers and employees, including preventing and removing barriers to accessibility for people with disabilities. At Mondelez Canada, we remain dedicated to diversity, inclusion, and EEO and support these principles throughout Mondelez Canada. As an employer, Mondelez Canada will continue to demonstrate leadership for accessibility and will continue to strive to raise the standard beyond what is required.

Training

Mondelez Canada is committed to training to all employees, volunteers and other staff members who work in its Canadian business on understanding the Integrated Accessibility Standards Regulation (IASR) and the Ontario *Human Rights Code* as it pertains to persons with disabilities, including identifying and removing barriers in the workplace, as well as our obligations related to accommodations. In addition, Mondelez provides additional training as part of Mondelez Canada’s Diversity & Inclusion training, which is available to employees.

Information and Communication

Mondelez Canada is committed to ensuring that the company meets the communication needs of people with disabilities. Mondelez Canada will consult with a person making a request for alternative communication in order to determine a suitable method of providing such information and communication.

Mondelez Canada will ensure that the public will be notified regarding the availability of the accessible formats.

Accessible Websites and Web Content

Mondelez Canada is committed to complying with our obligations to provide accessible websites and web content.

Customer Feedback

Mondelez Canada is committed to ensuring that the customer feedback process is accessible to persons with disabilities and, upon request, will be provided in accessible formats or with communication supports.

Employment

Mondelez Canada is committed to accessible employment practices and takes measures to ensure that our policies and processes are free of barriers and/or can be provided in alternative ways that provide equal access to potential job applicants, interviewees, and employees.

Mondelez Canada has policies and processes in place to take into account the accessibility needs of employees with a disability in connection with performance management, career development and redeployment processes.

Mondelez Canada is committed to meeting the needs of all employees, including those with a disability. Mondelez Canada ensures that employees with disabilities receive communication and information in a manner that is accessible to them, taking into account the person's accessibility needs and their disability.

Emergency Response Information

Mondelez Canada is committed to providing customers and clients with publicly available emergency information in an accessible manner, where applicable and upon request.

Conclusion

Any of Mondelez Canada's policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed. Mondelez Canada will monitor our compliance with our commitments under this policy on an ongoing basis.

MULTI- YEAR ACCESSIBILITY PLAN FOR MONDELEZ CANADA INC.

Introduction

This Multi-Year Accessibility Plan (the “Plan”) outlines the policies and actions that Mondelēz Canada Inc. (herein “Mondelēz Canada”, “we”) has put in place in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the Integrated Accessibility Standards Regulation 191/11 (“IASR”). In addition, the Plan sets out the strategy and actions Mondelez Canada will undertake in the future to meet the requirements under the AODA.

The Plan will be posted on the Mondelez Canada website and will be made available in alternative formats upon request. Mondelez Canada will regularly review and revise the plan in accordance with the IASR or as necessary to ensure accessibility.

Message from the President and Statement of Commitment

At Mondelez Canada, diversity is a strength that drives innovation and growth. Guided by our Purpose, Mission and Values, we strive to champion diversity, equity and inclusion for our colleagues, culture and communities.

We choose to believe we are stronger through our diverse, inclusive and connected community. We act by doing what’s right and we treat everyone with integrity and fairness to create a culture that fosters a true sense of belonging.

We demonstrate this commitment in many ways, including in how we treat all people to allow them to maintain their dignity and independence. As an organization, Mondelez Canada is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We are committed to the Accessibility for Ontarians with Disabilities Act (AODA) and to Equal Employment Opportunity (EEO) as part of our support for measures that promote an inclusive environment for consumers, customers and employees, including preventing and removing barriers to accessibility for people with disabilities. As an employer, we will continue to demonstrate leadership for accessibility and will continue to strive to raise the standard beyond what is required.



Martin Parent
President, Mondelez Canada Inc.

SECTION ONE: Past Achievements to Remove and Prevent Barriers

This section summarizes the accessibility initiatives and achievements to remove and prevent barriers that Mondelez Canada has completed and the associated timelines.

General Requirements (January 2014)

Mondelez Canada has developed, implemented, and made available to the public policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the IASR. Mondelez Canada continues to maintain these policies.

Mondelez Canada has developed, implemented, posted, and made available to the public a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IASR. Mondelez Canada continues to maintain and update this plan.

Training (January 2015)

Mondelez Canada has provided and continues to provide training to all Canadian employees, volunteers and other staff members on understanding the AODA, IASR and the *Ontario Human Rights Code* as it pertains to persons with disabilities, including identifying and removing barriers in the workplace, as well as our obligations related to accommodations. .

In addition, Mondelez Canada provides training as part of Mondelez Canada's Diversity & Inclusion training, which is available to employees.

Mondelez Canada keeps a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Information and Communications Standards

Customer Feedback (January 2015)

Mondelez Canada created a process for receiving and responding to feedback. Mondelez Canada ensures that this customer feedback process is accessible to persons with disabilities and, upon request, will be provided in accessible formats or with communication supports.

Mondelez Canada has notified and continues to notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports (January 2016)

Mondelez Canada has provided or arranged for the provision of accessible formats and communication supports for persons with disabilities as required under the IASR. Mondelez Canada will consult with any individual who requests accessible formats and communications supports to determine the suitability of an accessible format or communication support.

Employment (January 2016)

Mondelez Canada has put in place policies and processes that are free of barriers and/or can be provided in alternative ways that provide equal access to potential job applicants, interviewees, and employees. These include but are not limited to:

Ensuring that employees, the public and any job applicant are informed as to the availability of accommodation for applicants with disabilities, upon request.

Providing reasonable accommodations to those that request it during the recruitment/interviewing process and hiring process;

Ensuring that, at the time of hire, applicants are notified of Mondelez Canada's policies/procedures for accommodating people with disabilities

Mondelez Canada has policies and processes in place to take into account the accessibility needs of employees with a disability in connection with performance management, career development and redeployment processes.

Mondelez Canada makes alternative formats available to employees that have difficulty accessing any on-line tools/resources.

Mondelez Canada will ensure that retention and promotion of employees is based on consistent objective criteria, however Mondelez Canada will take into consideration individual accommodation plans and the accessibility needs of persons with disabilities when assessing any objective criteria.

Mondelez Canada will ensure employees with a disability have access to the same training career opportunities and their peers.

Mondelez Canada will ensure that all opportunities are provided to all employees regardless of whether or not they have a disability.

Emergency Response Information (January 2016)

In accordance with the requirements set out in the IASR and having regard to the safety of all employees, Mondelez Canada provides individual workplace emergency response information to individuals with a disability who require individualized workplace emergency response information. Where any employee
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who receives individualized workplace emergency response information requires assistance, provided that employee grants consent, Mondelez Canada shall provide the individualized workplace emergency response information to an individual designated to assist the employee. If any emergency procedure, plan or public safety policy prepared by Mondelez Canada is made available to the public will be provided in an accessible format, upon request.

Individual Accommodation Plans and Return to Work from Disability Related Leaves (January 2016)

Mondelez Canada has a Disability Accommodation Policy, which includes Disability and Return to Work Accommodation Guidelines that include the requirement to create individualized plans for all individuals who request an accommodation or who are returning to work from a disability related absence.

SECTION 2: Strategies and Actions

This section summarizes the projects and programs Mondelez Canada plans to meet the requirements of the AODA and to remove and prevent barriers to people with disabilities.

Customer Service

Mondelez Canada is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Mondelez Canada is constantly evaluating and improving the way it provides goods and services to ensure accessibility for all.

Customer Feedback

Mondelez Canada is committed to receiving feedback regarding its goods and services in a way that is accessible for all. Mondelez Canada is committed to fully considering such feedback and strives to constantly evaluate and improve the way it collects and responds to feedback.

Training

Mondelez Canada is committed to providing up to date and relevant training for employees, volunteers and other staff members on the requirements of Ontario's accessibility laws and the Ontario *Human Rights Code* as it applies to people with disabilities.

Information and Communication

Mondelez Canada is committed to making our information and communication accessible to people with disabilities ongoing basis.

Accessible Websites and Web Content (January 2021)

Mondelez Canada is continuously working on website accessibility and compliance with WCAG 2.1, Level AA conformance. Mondelez Canada requires the developers of publicly accessible websites to meet the Mondelez Canada Inc. Accessibility Policy and Multi-Year Accessibility Plan – June 29, 2021



accessibility guidelines of WCAG 2.0 AA. We are further committed to providing training and guidance to our employees regarding website accessibility.

Employment

Mondelez Canada is committed to continuing and constantly improving our fair and accessible employment practices.

For More Information

For more information on this accessibility plan, please contact AODA Customer Service Standard Lead at 1-800-641-1500 or MDLZER@Concentrix.com.

Mondelez Canada's website: www.snackworks.ca.

Standard and accessible formats of this document can be obtained as follows:

To obtain a copy of the Plan, please contact Mondelez Canada's AODA Customer Service Standard Lead by mail, e-mail or telephone at:

Mail:

Mondelez Canada
Attention: Human Resources
277 Gladstone Avenue
Toronto ON M6J 3L9

Telephone or Email:

T: 1-800-641-1500 contact reception and ask for Human Resources or MDLZER@Concentrix.com