

BlackRock[®]

Canada Multi-Year Accessibility Plan

Effective Date: 28 June 2021

Objective and Scope

BlackRock's purpose is to help more and more people experience financial well-being. In fulfilling our mission, BlackRock, Inc. and its affiliates ("BlackRock"), including BlackRock Asset Management Canada Limited ("BlackRock Canada" or "we") strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

This Multi-Year Accessibility Plan outline the actions that BlackRock Canada has and will put in place to continue to improve opportunities for people with disabilities in accordance with the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "Act" or "AODA").

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 needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Integrated Accessibility Standards Regulation.

Policy / Document Requirements and Statements

1. 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.

2. Emergency Information and Procedures

We are committed to providing customers with publicly available emergency information in an accessible way upon request.

3. Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail, TTY, and relay services if telephone communication is not suitable to their communication needs or is not available.

4. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

5. Accessible Formats

We are committed to meeting the communication needs of individuals with disabilities. We will take reasonable steps to provide, upon request, publicly available information controlled by BlackRock Canada in an accessible way. We will consult with the person making the request to determine their information and communication needs.

6. Websites

We have taken steps to ensure that all websites controlled by BlackRock Canada conform with WCAG 2.0, Level AA, except where meeting the requirement is not practicable. We are committed to continuing to meet the relevant WCAG standard on our websites.

7. Employment

In accordance with the Integrated Accessibility Standards Regulation with respect to employment, BlackRock has established policies and procedures for responding to requests for individual accommodation in response to requests from employees and job applicants. We are committed to providing reasonable workplace accommodation based on each individual's situation and needs.

8. Billing

We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

9. Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter BlackRock Canada's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

10. Notice of Temporary Disruption

BlackRock Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

11. Training for Staff

BlackRock Canada will provide training to all employees, volunteers and other staff members who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

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This training will be provided within three weeks after staff commences their duties. Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the customer service standard
- 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 a support person
- How to use the equipment or devices, e.g. TTY, wheelchair lifts, etc., available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing BlackRock's goods and services
- BlackRock's policies, practices and procedures relating to the customer service standard

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

12. Feedback Processes

BlackRock welcomes and appreciates comments from customers on how well their expectations are being met. BlackRock will ensure that the feedback process is accessible to persons with disabilities upon request.

Feedback regarding the way BlackRock Canada provides goods and services to people with disabilities can be made by e-mail, verbally, or telephone. All feedback, including complaints, will be directed to the Canada Business Manager. Customers can expect acknowledgement within 5 business days and a formal response within 90 days.

13. Design of Public Spaces

We will also put reasonable procedures in place to prevent service disruptions to accessible parts of public spaces and to deal with temporary disruptions when accessible elements required under the Integrated Accessibility Standards are not in working order.

In the event of a service disruption, BlackRock will notify the public of the service disruption and alternatives available.

14. Modifications to this or other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

15. Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. For more information about this policy, please contact us by:

- emailing BlackRock Canada's [Chief Operating Officer](#) or [Chief Compliance Officer](#)
- telephone to 416-643-4000
- mail, or in person at:
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