

Stonex Multi-Year Accessibility Plan

Outline

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 is more recent law in Ontario that provides an opportunity for the government to develop specific standards of accessibility and enforce them. The goal is that all of Ontario will be accessible by 2025.

Under AODA and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, the following requirements of accessibility standards are applicable to Stonex Granite & Quartz Inc.:

- ❖ Customer Service Standard
- ❖ Information and Communication Standard
- ❖ Employment Standard
- ❖ Design of Public Spaces Standard

The IASR, under AODA requires that Stonex Granite & Quartz Inc. establish, implement, and maintain a written multi-year accessibility plan. This plan outlines the organizations strategy to prevent and remove barriers for persons with disabilities. A barrier refers to anything that would prevent persons with disabilities from participating in all aspects of society due to their disability. Barriers can include:

- ❖ Structural/Physical
- ❖ Attitudinal
- ❖ Information/Communication
- ❖ Systemic
- ❖ Technological

Statement of Commitment to Accessibility

Stonex Granite & Quartz Inc. is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005), and its associated standards and regulations.

Stonex Granite & Quartz Inc. understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

General Requirements

| IASR Requirement | Action/Comments | Staff | Status | Compliance Date |
|----------------------------------|---|-------|----------|-----------------|
| Establish Accessibility Policies | Policies, practices, and procedures have been created about providing goods or services to people with disabilities. | HR | Complete | January 1, 2014 |
| Initial Accessibility Plan | Outlines Stonex Granite & Quartz Inc.'s strategy to prevent and remove barriers for persons with disabilities. | HR | Complete | |
| Accessibility Training | Every person who deals with the public or third parties on behalf of Stonex Granite & Quartz Inc. and every person who participates in developing our policies, practices and procedures about providing goods or services receives training. | HR | Complete | January 1, 2015 |
| Updated Accessibility Plan | Revised Outline of Stonex Granite & Quartz Inc.'s strategy to prevent and remove barriers for persons with disabilities. | HR | Ongoing | January 1, 2019 |

Customer Service Standard

| IASR Requirement | Action/Comments | Staff | Status | Compliance Date |
|--|---|-------|----------|-----------------|
| Develop a policy that complies with the <i>Accessibility Standard for Customer Service</i> : <ul style="list-style-type: none"> Provision of goods and services to persons with disabilities The use of assistive devices The use of guide dogs, service animals and service dogs The use of support persons Notice of service disruptions Customer feedback Training Notice of availability and format of documents | In accordance with AODA, Stonex has met all requirements under the Accessibility Standards for Customer Service Regulation 429/07 | HR | Complete | January 1, 2014 |

Information and Communication Standard

| IASR Requirement | Action/Comments | Staff | Status | Compliance Date |
|------------------|-----------------|-------|--------|-----------------|
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|---|--|----|-------------------------|-----------------|
| Emergency Procedures, Plans and Public Safety Information | Upon request, Stonex Granite & Quartz Inc. will provide emergency procedures, plans or public safety information to the public in an accessible format. | HR | Complete | January 1, 2012 |
| Accessible Websites and web Content | Our website and the content on it conforms to the World Wide Web Consortium Web content Accessibility Guidelines (WCAG) 2.0 Level A. | HR | Complete | January 1, 2014 |
| Feedback Process | Written process to receive and respond to feedback from the public about how we provide goods or services to people with disabilities, as well as actions that we will take if we receive a complaint. | HR | Completed/ Available | January 1, 2015 |
| Accessible Formats and Communication Supports | Upon Request additional formats and/or communication supports for persons with disabilities will be made available. | HR | Available upon request | January 1, 2016 |
| All Websites and Web Content | Our website and the content on it conforms to the World Wide Web Consortium Web content Accessibility Guidelines (WCAG) 2.0 Level A. | HR | Complete | January 1, 2021 |

Employment Standard

| IASR Requirement | Action/Comments | Staff | Status | Compliance Date |
|--|---|-------|----------|-----------------|
| Workplace Emergency Response Information | Stonex Granite & Quartz Inc. emergency response information is compliant with AODA regulations and is tailored for employees who have disabilities. | HR | Ongoing | January 1, 2012 |
| Recruitment - General | Meets requirements under AODA regulation 191/11 for the | HR | Complete | January 1, 2016 |
| Recruitment, Assessment and Selection | | HR | Complete | |

Stonex

GRANITE & QUARTZ INC.

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| Notice to Successful Applicants | Employment Standards, this applies to the provision of accessible employment services for persons with disabilities. | HR | Complete | January 1, 2016 |
| Informing Employees of Supports | | HR | Complete | |
| Accessible Formats and Communication Supports for Employees | | HR | Complete | |
| Documented Individual Accommodation Plans | | HR | Ongoing | |
| Return to Work Process | Documented Return to Work process, including individual accommodation plans for employees with a disability. | HR | Complete | |
| Performance Management & Career Development and Advancement | Stonex Granite & Quartz Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development/advancement opportunities. | HR | Ongoing | |
| Redeployment | Accessibility needs of employees with disabilities will be taken into account in the event of redeployment | HR | Complete | |

Design of Public Spaces Standard

| IASR Requirement | Action/Comments | Staff | Status | Compliance Date |
|--|---|-------|----------|-----------------|
| Make Exterior Paths of Travel Accessible | Stonex Granite & Quartz Inc. will make new, existing and/or redeveloped public spaces accessible for persons with disabilities. | HR | Complete | January 1, 2017 |
| Making Parking Accessible | | | Complete | |
| Make Service Counters, Queuing Guides and Waiting Areas Accessible | | | Complete | |
| Maintain Accessible Parts of Public Spaces | | | Ongoing | |