

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
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



GRANITE & QUARTZ INC.

Recruitment - General	Meets requirements under AODA regulation 191/11 for the Employment Standards, this applies to the provision of accessible employment services for persons with disabilities.	HR	Complete	January 1, 2016
Recruitment, Assessment and Selection		HR	Complete	
Notice to Successful Applicants		HR	Complete	
Informing Employees of Supports		HR	Complete	
Accessible Formats and Communication Supports for Employees		HR	Complete	
Documented Individual Accommodation Plans		HR	Ongoing	January 1, 2016
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/advance ment 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	