


		Document #	HR-P-013
Policy Name:	Policy Regarding Accessibility for Ontarians with Disabilities		
	Location:	SC1/KCA/KCT	Department: Facility
	Original Date:	January 1, 2012	Owner: HR/J. Blythe
	Revision Date:	May 22, 2019	Revision #: 02

PURPOSE

StressCrete Group is committed to providing people of all abilities with treatment that is fair, respectful, and dignified.

This policy has been developed to:

- outline accommodations the company will make for disabled persons, including but not limited to employees, customers, suppliers, agents, business associates, job applicants, and guests;
- meet or exceed legislative requirements established by the Accessibility for Ontarians with Disabilities Act; and
- ensure all persons, regardless of physical capabilities, receive exceptional service in accordance with the StressCrete Group's Gold Standards.

COMMUNICATION AND AVAILABLE MATERIALS

Employees and other representatives of StressCrete Group will communicate with people with disabilities in ways that take into account their specific disability. When communicating with a disabled person, employees and representatives should ask if the person has any special needs or requests, so that we may accommodate them accordingly and respectfully.

Company documents and other materials will be made available in alternate formats upon request. Accessible formats and communication supports such as large print, signage/pictograms, readers, and other appropriate formats may be used.

Development and maintenance of employee materials are the responsibility of the Human Resources Department. Development and maintenance of sales/marketing materials are the responsibility of the Marketing Department. Since it is not practicable to convert *all* company documents/materials into multiple formats, the relevant items will be converted into an appropriate format upon request.

As StressCrete does not offer consumer products or services to the general public, self-service kiosks or similar platforms are not used.

Conformity of the Company's website at www.scgrp.com with WCAG 2.1 standards is the responsibility of the Marketing Department.

ASSISTIVE DEVICES AND PERSONAL SUPPORTS

While StressCrete Group does not provide specific assistive devices to those requiring them, disabled persons are welcome to carry or utilize whatever personal assistive devices they require. Service animals and support persons are welcome on the property and will be permitted access in the areas of the premises that are open to other guests. There is no fee associated with the entrance of either a service animal or support person to any area of our facilities.

EMERGENCIES AND OTHER UNEXPECTED EVENTS

In the event of an emergency requiring evacuation, all persons on the property are to gather at the designated Emergency Checkpoint - the lawn in front of the yellow house at the northeast corner of the property. Employees with guests on the property are responsible for ensuring their guest(s) have understood and acknowledged any warning systems, and must aid anyone requiring special assistance in getting to the Emergency Checkpoint. Several employees (including Production Supervisors, Maintenance Staff, and Joint Health & Safety Committee Reps) are trained in First Aid and will be able to provide special assistance when needed.

Any visitors requiring copies of our Emergency Evacuation Plan or other related materials in an accessible format may request the materials from the Human Resources Department, or from their StressCrete Group contact.

In the event of a disruption to accessible washrooms, a notice will be posted on washroom doors outlining information about the reason for the disruption, its anticipated length, and details on alternate facilities, if available.

RECRUITING & HIRING PROCEDURES

Accommodations for job applicants with disabilities will be available at every stage of the recruiting, hiring, and onboarding process. Candidates for positions at any of our Ontario facilities are advised in job postings, offer letters, and welcome materials that we will accommodate their disabilities or medical needs upon request, in a way that is most appropriate for their needs.

TRAINING

Initial training was provided to staff prior to December 31, 2012. Training will be provided to future hires within the first two weeks of employment during general orientation.

Sales agents not directly employed by the Company, but conducting business on its behalf, will also receive training.

The policy will be reviewed at least annually, and refresher training will be provided whenever there are changes to the policy, or if otherwise appropriate.

Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act (2005) and its requirements;
- a recap of StressCrete Group's Gold Standards;
- StressCrete Group's Policy Regarding Accessibility for Persons with Disabilities;
- communication methods and considerations for people with various types of disabilities;
- guidelines on interacting with disabled persons who use any assistive device, service animal, or support person;
- how to assist people with various types of disabilities in emergency situations; and
- any other relevant information identified during ongoing policy reviews.

Training and training documentation are the responsibility of the Human Resources Department. Coordination of training for sales agents and other external parties will be the responsibility of the Marketing Department.

FEEDBACK

Anyone wishing to provide feedback on StressCrete Group's policy or accommodation methods for persons with disabilities can email customerservice@scgrp.com. We value and encourage feedback regarding whether our team has exceeded or failed to meet expectations.

All feedback will be directed to Ari Shulman, Customer Service Operations Manager, and Michael D. Schwenger, President/CEO. Those requiring a response can expect to hear back within two business days.

LEGISLATIVE REFERENCES

Ontario Regulation 191/11, Integrated Accessibility Standards
Ontario Regulation 429/07, Accessibility Standards for Customer Service

ADDITIONAL RESOURCES

AODA Statement of Commitment (HR-P-024)
Accessibility Standard for Customer Service (Employee/Agent Guide)
Quick Reference Card: Visitor Information

REVIEWED & APPROVED BY:	SC1 <i>Craig Hardie</i>	KCA/KCT <i>Lee Bonnar</i>	Sr. Executive Approval <i>Michael D. Schwenger</i>
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