

 <p>King Luminaire • StressCrete • Est. 2053 STRESSCRETE GROUP Quality People • Quality Products</p>	Policy Regarding Accessibility for Persons with Disabilities			
	<i>Version:</i> 2.0	<i>Date:</i> January 1, 2012	<i>Review Date:</i> December 1, 2014	<i>Written by:</i> Jacki Blythe

The StressCrete Group is committed to providing disabled employees and guests with fair, respectful, and dignified treatment.

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;
- fulfill legislative requirements as per 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

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

Company documents and other materials will be made available in alternate formats when requested. For example, a visually impaired person may ask to view written materials in large print, or have it read aloud to them. A person with hearing impairments may be offered a transcript of materials normally presented in spoken or video format.

Assistive Devices and Personal Support

While the 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 allowed 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 facility.

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. Employees with guests on the property are responsible for ensuring that their guest has understood and acknowledged any warning systems, and must aid anyone requiring special assistance in getting to the Emergency Checkpoint. Several employees (including supervisory staff and Joint Health & Safety Committee members) are trained in First Aid and will also 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 Manager or their StressCrete Group contact.

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

Training

StressCrete will provide training on this policy to all employees of its Burlington, Ontario facility. Training for existing employees will be complete by December 31, 2012. New employees (starting January 1, 2013 or later) will receive training 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 the policy is changed, or if otherwise beneficial.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and its requirements
- A recap of the StressCrete Group's Gold Standards
- StressCrete's Policy Regarding Accessibility for Persons with Disabilities
- Communication methods and considerations for people with various types of disabilities
- How to interact 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

Training records will be maintained by the Human Resources Department.

Feedback

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

All feedback will be directed to Jacki Blythe, Human Resources Manager. Those requiring a response can expect to hear back within two business days.

Means of providing feedback, or receiving a response to feedback, is available in accessible formats upon request.

Legislative References

Ontario Regulation 191/11, Integrated Accessibility Standards

Ontario Regulation 429/07, Accessibility Standards for Customer Service