

StressCrete Group Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan (2024-2029), as mandated through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), outlines StressCrete's strategy to prevent and remove barriers for persons with disabilities.

Introduction and Statement of Commitment ("AODA")

StressCrete Group is committed to treating all people in a way that allows them to maintain their dignity and independence.

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 the accessibility requirements under the Accessibility for Ontarians with Disabilities Act ("AODA").

In accordance with the requirements set out in AODA's Integrated Accessibility Standards Regulation (IASR), StressCrete will:

- Review and update the plan every 5 years
- Review and update the plan in consultation with persons with disabilities
- Post this plan on the appropriate company websites; and
- Provide this plan in an accessible format upon request.

Accessibility Standards for Customer Service

StressCrete is committed to providing accessible customer service to people with disabilities.

The following measures have been implemented:

- Ensuring all persons who, on behalf of StressCrete, deal with the public are trained to communicate and provide the best possible customer service to all customers, including those with disabilities.
- Ensuring that employees are trained on a variety of assistive devices that may be used by customers with disabilities.
- Ensuring completion of accessibility training is recorded and tracked.
- Ensuring customers and other third parties who are accompanied by service animals or support persons are accommodated.

Training

StressCrete will provide training to employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

The following measures have been implemented:

- All new StressCrete employees will complete mandatory AODA training as part of their onboarding within the first 3 months of employment. This course will be managed and updated periodically by StressCrete to reflect any changes or amendments in the AODA.
- As of November 2023: All existing StressCrete employees took refresher training and ongoing refresher training will be delivered as required.

Information and Communications

StressCrete is committed to meeting the needs of people with disabilities, making our information accessible and ensuring customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

The following measures have been implemented:

- Ensuring all publicly available information is made accessible upon request.
- Ensuring that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.
- Ensuring all public facing websites and web applications will meet or exceed the Web Content Accessibility Guidelines (WCAG) standards outlined in the IASR.

Employment

StressCrete is committed to fair and equitable employment practices throughout all stages of the employment cycle.

Any job applicant, current employee, or contractor shall be notified of accessible accommodation and provided with accessible forms or alternatives:

- During the recruitment, assessment, and selection process for an employee role.
- During the notification of employment.
- During the onboarding process or as soon as practicable after commencing employment.
- When providing information that is needed to perform a job or fulfill a scope of work and/or information that is available to all employees within the company.

As part of StressCrete's Human Resources processes and practices, StressCrete employees have the opportunity to discuss accommodation and their disability through:

- Individual accommodation plans.
- Individual workplace emergency response information.
- Return to work processes for employees who have been absent from work due to a disability and require disability related accommodation in order to return to work.
- Performance management, career development and advancement opportunities, or when redeploying employees.

Accessibility Plan Review

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than December 31, 2028.

Conclusion

StressCrete continues to work in identifying and removing accessibility barriers and creating an inclusive and equitable environment and continues to ensure its processes for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

Contact

For general inquiries or more information about this plan please contact: customerservice@scgrp.com.