



Multi-Year Accessibility Plan 2023

Introduction

At Caesarstone Canada Inc. we prioritize people first. We treat each other with fairness and respect. We believe in equal opportunities for our valued employees, suppliers, partners, customers, and communities.

The *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standard Regulation* (IASR) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

The requirements of AODA and the IASR are not a replacement or a substitute for the requirements established under the Ontario Human Rights Code or the Workplace Safety and Insurance Act. Under AODA the IASR, we are required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

In accordance with the requirements set out in the IASR, we will:

- Post the multi-year accessibility plan on our website
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every 5 years
- Review and update the accessibility plan in consultation with persons with disabilities
- Take external and internal feedback for revisions

Statement of Commitment

Caesarstone Canada Inc. (the “Company”) is committed to creating and maintaining an accessible environment for all third parties, and will provide accommodation where required, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”). The Company is committed to excellence in serving all third parties including people with disabilities and will do so by preventing and removing barriers to accessibility and meeting the requirements under the Act in a timely fashion.

Caesarstone Canada, is committed to providing our services, programs, goods and facilities to persons with disabilities in a manner that:

- Is free from discrimination;
- Seeks to provide integrated services;
- Is in an accessible format; and
- Takes into consideration a person’s disability.

Caesarstone Canada relies on all of its employees, volunteers and partners to assist with maximizing accessibility within the Company by:

- Identifying potential barriers and proposing ways to remove them;
- Participating in training;
- Learning how to interact with persons with disabilities, including those who require the use of a support person or service animal;
- Learning how to use existing accessibility devices; and
- Advising the Company when they require either temporary or permanent assistance with their accessibility needs.



Accessibility Plan 2023

Integrated Accessibility Standard Regulation (IASR)

Part 1 General

Requirement: Accessibility Policy

The Company continuously strives to conduct its business in a manner which respects the dignity and independence of employees, suppliers, partners, customers, and communities with disabilities. In order to accommodate disabilities, advance notice is appreciated and may be required.

Caesarstone Canada Inc. is committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the company to meet the accessibility requirements for persons with disabilities in a timely manner.

Actions taken:

- The Company's Accessibility Policy was developed and approved
- The Company's Accessibility Policy was reviewed and updated in accordance with internal review processes
- The Company's Accessibility Policy will be made available in an accessible format to customers and employees requesting a copy of the policy

Actions planned:

- Continue to review The Company's Accessibility Policy at least every three years or whenever Caesarstone Canada Inc. practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making The Company's Accessibility Policy available in an accessible format to customers and employees requesting a copy of the policy.

Requirement: Multi-Year Accessibility Plan

Caesarstone Canada Inc. is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of Caesarstone Canada Inc. stakeholders with disabilities.

Action taken:

- A multi-year accessibility plan was developed in 2023.

Actions planned:

- Post updated multi-year accessibility plan to the Caesarstone Canada Inc. website.
- Provide the plan in an accessible format upon request.
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders.

Requirement: Training

Caesarstone Canada Inc. is committed to providing appropriate AODA training to all employees who deal with third parties on behalf of the company, all management personnel and those who participate in the development and approval of the Company's policies. Training content includes the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. The Company will use multiple channels to promote awareness and encourage continued learning about accessibility.

Actions taken:

- All required employees have taken the AODA training.
- AODA training has been added to the On-Boarding/Orientation process.
- Mandatory training continues to be provided to all new employees.
- All employees, managers and senior managers understand how to interact with customers of varying abilities.

Actions planned:

- The Company will institute a refresher training cycle at least every three years or as changes occur to ensure knowledge remains current.

Part 2 Information & Communication Standards

Caesarstone Canada Inc. recognizes and acknowledges the importance of providing information and communications in accessible forms in order to meet AODA and IASR standards.

Requirement: Accessible Formats and Communication Supports

Caesarstone Canada Inc. is committed to making information and communication accessible to people with disabilities. The Company will incorporate accessibility requirements under the IASR information and communication standards to ensure that its information and communications systems and platforms are accessible and meet the needs of persons with disabilities. The Company will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

There are situations where accessible formats and communication supports may not be provided. These situations include when:

- It is not technically possible to convert a document to an accessible format. In this case, the Company will explain why and provide a short summary.
- The information comes from another organization/company.
- We do not control the information.
- The information is found on products or product labels.

If Caesarstone Canada Inc. determines that information or communications are unconvertible, the Company will provide the person requesting the information or communication with:

- An explanation as to why the information or communications are unconvertible.
- A summary of the unconvertible information or communications.

Actions taken:

- Implement our accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and website.

Actions planned:

- Continually improve accessibility of our information and communications by reviewing feedback received to identify accessibility barriers and striving for barrier removal.
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Requirement: Accessible Website and Web Content

External-facing websites and web content controlled directly by Caesarstone Canada Inc. will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1, at Level AA in accordance with the schedule set out in the IASR.

The Company will also consider conforming to WCAG 2.0 Level A and Level AA standards for our intranet site. This will improve inclusion and provide employees using adaptive technologies better access to information.

Actions taken:

- New public websites, significantly refreshed websites and any web content posted after January 1, 2012 meets WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

Actions planned:

- All public websites and web content posted after January 1, 2012 will also meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality
- Ensure forms are designed and conform with accessibility criteria

Requirements: Emergency Procedures, Plans or Public Safety Information

Caesarstone Canada Inc. prioritizes safety and strives to ensure that our facilities are safe for employees, suppliers, partners, customers, and communities with disabilities. The Company and the leased facilities have accountability to prepare building related emergency procedures, plans or public safety information and the provision of this information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

Actions taken:

- The Company undertook a review of emergency procedures at each of its facilities to provide building related emergency and public safety information. The company will provide this information in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Actions planned:

- Where the Company is unable to provide building emergency and public safety information on request the Company will provide this information in an accessible format or with appropriate communication supports, as soon as possible.

Part 3 Employment Standard

Caesarstone Canada Inc. is an equal opportunity employer and is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. The Company recognizes that by removing barriers across the employment life cycle we will create a workplace that is diverse, accessible and enables employees to reach their full potential.

Requirement: Recruitment

As equal opportunity employers, Caesarstone Canada Inc. welcomes job applicants with disabilities. All candidates will be considered for employment regardless of ability, and determined upon qualifications, merit and business needs.

Actions taken:

- Our careers section on the company website outlines that accommodations are available upon request.
- All postings to the public-facing careers website include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the statement: *Our Company is an equal opportunity employer committed to diversity and inclusion. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*
- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request.
- When offers of employment are made, the Company will notify the successful applicants of the policy for accommodating employees with disabilities.

Actions planned:

- Continue addressing barriers to recruitment.
- Continue to accommodate employees.

Requirement: Accessible Formats and Communication Supports for Employees

Employees will be notified that supports are available for those with disabilities as soon as practicable after they begin their employment. Caesarstone Canada Inc. will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

Actions taken:

- Assistive technology in use within the Company includes: ZoomText, various keyboards, specialty mice, and ergonomically designed workstations and components.
- All videos used in learning and performance courses are closed captioned.

Action planned:

- Continue to provide assistive devices as required.
- Provide training to employees on how to create accessible documents.

Requirement: Documented Individual Accommodation Plans

Caesarstone Canada Inc. will provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, the Company will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

Action taken:

- The Company has a workplace accommodation policy and a work safe program that includes documented processes and information on accommodating employees with varying abilities.

Action planned:

- Continue to review documented processes and procedures and look for ways to enhance the way Caesarstone Canada Inc. provides accommodation to employees with disabilities.

Requirement: Workplace Emergency Response Information

Where the Company is aware that an employee has a disability and that there is a need for accommodations, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

Actions taken:

- Our Emergency Preparedness Response Plan include Person's Requiring Assistance and AODA requirements
- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation.
- A process for communicating individual emergency response plans to floor fire wardens has been implemented maintaining the privacy of any medical information that may be disclosed during the accommodation process.
- The Emergency Specific Protocol eLearning course was made accessible

Actions planned:

- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

Part 4 Design of Public Spaces Standard

Caesarstone Canada Inc. aims to make its public spaces, such as their showrooms, parking lots and public washrooms more accessible for those with disabilities.

Requirement: Accessible Public Spaces

The Company will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by the organization. Caesarstone Canada Inc. strives to meet the requirements set out by the *Integrated Accessibility Standards – The Design of Public Spaces Standards* and Ontario's Building Code.

Actions taken:

- Caesarstone Canada Inc. has added a wheelchair accessible washroom on the ground floor of the facility in Ontario.

Actions planned:

- Continuously improve physical accessibility in the Caesarstone Canada Inc. office.

Part 5 Customer Service Standard

Caesarstone Canada Inc. puts people first and is mindful of curating customer service experiences that fit the needs of customers with varying abilities. Customers who need service animals and support persons are more than welcome into the Company's showrooms. The Company also invites internal and external feedback regarding customer service standards to improve accessible services to the public.

Requirement: Accessible Customer Service

Caesarstone Canada Inc. strives for service excellence in all interactions with suppliers, partners, customers, and communities with disabilities.

The Company will meet the requirements of AODA and the IASR. The Company proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer and fabricator needs in order to provide customer service that is accessible to people with varying abilities.

Actions taken:

- Employees, managers and senior managers have been trained on AODA and we maintain records of the training that is provided
- Assistive devices and service animals are permitted on all Caesarstone Canada Inc. premises locations in areas where customers have access
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted
- Customers are informed when accessible services are temporarily unavailable
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies

Actions planned:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies

Requirement: Feedback

Caesarstone Canada Inc. invites feedback on how services were delivered to people with disabilities. Feedback will be collected by phone, Bell Relay Service -TTY, by email via the Company's website and in person at any of our locations. Feedback from customers will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the multi-year plan.

Actions taken:

- Feedback can be provided in multiple formats including in person, via email, telephone, or in writing to 350 Caldari Road, Concord On, L4K 4J4 and Bell Relay Service – TTY
- Caesarstone provides a reporting hotline for employees to anonymously report any feedback.

Actions planned:

- Continue to use the given feedback as a means for improving services to persons with different abilities.
- Ensure any internal feedback processes for employees are accessible.

Measuring Results

Reviewing Feedback

Caesarstone Canada Inc. will monitor and evaluate any feedback the Company receives throughout the year related to accessibility. This information will be used to continuously improve existing accessibility processes and policies and may be integrated into the Company's accessibility report and/or multi-year plan.



Revisions To the Multi-Year Accessibility Plan

If, through public consultation, feedback and the Company's own accessibility action and planning processes, we determine that the Multi-Year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on the Caesarstone Canada Inc. website and will be provided in alternative accessible formats upon request.

Feedback is Welcome

Caesarstone Canada Inc. welcomes all inquiries and feedback about accessibility and the Company's efforts at meeting the AODA and IASR.

Feedback can be made in person, via e-mail, telephone, or in writing to:

Health and Safety Committee and/or Human Resources

350 Caldari Road, Concord ON, L4K 4J4

416-322-4000 ext 8416

cspada@caesarstone.ca

Feedback can be made via e-mail, telephone or in writing through the anonymous Lighthouse Hotline.

English: 1-877-472-2110

Spanish: 1-800-216-1288

French: 1-855-725-0002

www.lighthouse-services.com/Caesarstone

reports@lighthouse-services.com

Policy Authorization:

Ken Williams, President

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<i>Approved by (Full Name):</i>	<i>Ken Williams, President & CEO</i> <i>Jasmine Antonio, VP of HR</i>