

CROSSMARK Canada Inc.

AODA– Accessible Customer Service Policy

PURPOSE

Providing Goods and Services to People with Disabilities: CROSSMARK Canada Inc. (the “Company”) is committed to excellence in serving all our visitors, customers and clients including people with disabilities.

SCOPE

This policy applies to all associates who work for CROSSMARK in the province of Ontario

POLICY

Assistive Devices

The Company recognizes that some people with disabilities use assistive devices in order to access or benefit from the Company’s services. We will use our best efforts to accommodate all assistive devices. If necessary, the Company will use alternate methods to provide service to people with disabilities in a manner that takes their disability into consideration.

The Company will ensure that designated associates are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

The Company welcomes people with disabilities and their service animals. Certified service animals are allowed on the parts of our premises that are open to the public.

Support Persons

The Company recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. An individual with a disability who is accompanied by a support person will be allowed to enter into our premises together with the support person and will not be prevented from having access to the support person while on the premises.

When necessary to protect the health or safety of an individual with a disability, the Company may require an individual with a disability to be accompanied by a support person when on the premises.

Where the Company sponsors paid events, the fee for the support person will be waived.

In order to preserve the individual’s confidentiality, we will always ask permission to discuss confidential matters in front of the support person.

Notice of Temporary Disruption

The Company will make every effort to notify visitors with disabilities of any planned or unexpected disruption to services or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. Where practical, this information will be posted on the premises.

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Training for CROSSMARK Associates

The Company provides training to all its Ontario members regarding the provision of excellent service to individuals with disabilities. The Company also commits to provide this training to all new members in Ontario within 90 days of their start date.

Feedback Process

The Company welcomes feedback from visitors with disabilities so that we can ensure we are meeting their needs. Those who wish to provide feedback can do so by:

Hard copy - forms are available in our Reception area

In Writing To – CROSSMARK Canada Inc., 5580 Explorer Drive, Suite 300, Mississauga ON L4W4Y1

Verbally (In Person) – Our Receptionist can assist you in completing the form

Verbally (By Phone) – 1-888-621-1142/905-366-6333

Any concerns will be addressed and responded to within 5 business days, where possible.

Modifications to this or other Policies

We are committed to developing client and customer service policies that respect and promote the dignity and independence of visitors with disabilities, and also ensure equal access to our services for all. Any Company policy that does not meet this criteria will be modified or removed. No changes shall be made to this policy without considering the impact on our visitors and customers with disabilities.

COMPLIANCE

The immediate Supervisor is responsible for ensuring their associates complete the AODA certification training within 90 days of hire. On-line training will be provided. HR will provide Supervisors with a quarterly list of new associate names that have not completed training.

CONTACT

Questions regarding this policy should be directed to your immediate Supervisor, or Human Resources at the Mississauga office.

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Multi-Year Accessibility Plan for CROSSMARK Canada Inc. as per Accessibility for Ontarians with Disabilities Act (AODA)

As per the Accessibility for Ontarians with Disabilities Act (AODA), CROSSMARK Canada Inc. (“CROSSMARK” or “Company”) has prepared a Multi-Year Accessibility Plan, below, which outlines commitments the Company will action between 2014-2021 to meet the accessibility needs of persons with disabilities.

1.0 SELF-SERVICE KIOSKS

CROSSMARK will consider the needs of individuals with disabilities when designing, procuring or acquiring self-service kiosks, except where it is not practicable to do so.

2.0 TRAINING

CROSSMARK will train all Ontario-based employees on serving customers with disabilities, and other training mandated through the Accessibility for Ontarians with Disabilities Act. The Company is committed to ensuring all necessary training remains current.

CROSSMARK will provide training to employees, volunteers and policy makers on applicable accessibility laws and on the Human Rights Code as it relates to individuals with disabilities.

3.0 INFORMATION AND COMMUNICATIONS

3.1 Feedback

CROSSMARK will ensure new and existing 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.

3.2 Accessible Formats and Communication Supports

Upon request, CROSSMARK will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, by taking into account the person’s accessibility needs (what they require in order to read, see, hear or understand the information) and establish processes for ensuring alternate formats are available in a timely manner.

3.3 Accessible Websites and Web Content

CROSSMARK is committed to meeting the communication needs of persons with disabilities. When updating our website, www.crossmark.ca, CROSSMARK will conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA except where impracticable.

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4.0 EMPLOYMENT

4.1 Recruitment Process

CROSSMARK is committed to equitable employment practices, and will accommodate persons with disabilities during the recruitment, assessment and hiring processes. CROSSMARK will review current recruitment policies, job descriptions, processes and communications and modify, as necessary, to meet regulations as per Integrated Accessibility Standards.

4.2 Informing Employees of Supports

CROSSMARK is committed to informing employees of its policies related to accessibility for those with disabilities, including during orientation.

In response to an employee request, CROSSMARK will, in conjunction with the employee, provide or arrange for the provision of accessible formats and communication support for information that is required in order for the employee to perform his/her job, and access information that is generally available to employees in the workplace.

4.3 Workplace Emergency Response Information

CROSSMARK is committed to providing its customers with publicly available emergency information in an accessible format, upon request. Emergency procedure information is available to employees and visitors of CROSSMARK's Home Office. Additionally, the Company provides employees with individualized emergency response plans, upon request.

4.4 Individual Accommodation Plans

CROSSMARK will develop, upon request, individual accommodation plans for employees.

4.5 Return to Work

CROSSMARK will develop, or revise as required, individual accommodation plans for employees who are returning to work from a disability or with a disability.

4.6 Performance Management, Career Development and Advancement, and Redeployment

CROSSMARK will take into account the accessibility needs of employees with disabilities when completing the performance management cycle, providing career development, or when engaging in employee redeployment.

5.0 DESIGN OF PUBLIC SPACES

CROSSMARK will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable (including exterior paths of travel, parking, and service-related elements such as service counters and waiting areas).