

Accessibility Plan and Policies for Kraus Group of Companies

This 2014-2021 accessibility plan outlines the policies and actions that Kraus Group of Companies (“Kraus”) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Kraus is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act (the “Act”).

Accessible Emergency Information

Kraus is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

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

Kraus will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015:

- ***During the first quarter of 2015, we will develop training materials and conduct training sessions for all employees to which the training relates.***

Information and Communications

Kraus is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Kraus will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- ***During the fourth quarter of 2014, Kraus will conduct a comprehensive review of its existing websites to identify any issues of non-compliance with WCAG 2.0, Level A. To the extent that is reasonably practicable, any identified issues will be resolved on an ongoing basis.***
- ***During this time, Kraus will also set up a system for the review of all new or significantly refreshed websites created after January 1, 2014. Any non-compliant content will have a plan to achieve conformity with WCAG 2.0, Level A as soon as possible.***

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Kraus currently accepts feedback from members of the public in writing, by email and over the phone. We also accept feedback from employees through email at accessibility@krausflooring.com or through the local Human Resources representative. Kraus will enhance these feedback processes by taking the following steps by January 1, 2015:

- ***We will communicate to all employees the methods for accepting feedback by the end of the second quarter in 2015. We will also communicate that we are committed to developing individualized methods of communication upon request.***

Kraus will take the following steps to ensure that all publicly available information is made accessible upon request by January 1, 2016:

- ***We will post a notice on our website that communicates that we will make information accessible to the public upon request.***
- ***We will post our Accessibility Plan and Policies on our website in an accessible format.***
- ***We will develop a system for accepting and processing such requests, and we will include in our website notice the manner in which members of the public can submit requests for accessible information.***

Kraus will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- ***By January 1, 2019, Kraus will establish a committee to review its websites to identify any issues of non-compliance with WCAG 2.0, Level AA.***
- ***Based on the results of that review, Kraus will work to ensure that, by January 1, 2021, all of its sites, and any content published on those sites after January 1, 2012, conform with WCAG 2.0, Level AA, other than providing captions on live videos or audio descriptions of pre-recorded videos.***

Employment

Kraus is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. By January 1, 2016:

- ***We will include a statement in all job postings conveying our commitment to accessible recruitment and hiring processes, and inviting individuals with accessibility concerns to communicate those concerns to us.***
- ***We will include a similar statement in our written correspondence with job candidates during the recruitment and assessment process.***
- ***At the time of hire, if applicable, we will communicate resources available for employees with disabilities.***

Kraus will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

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- *We will conduct a comprehensive review of our current practices, including a review of our Return to Work Plan and related processes.*
- *We will work with our external vendors, as needed, to establish a process for receiving and processing requests for modified work arrangements.*
- *We will consider all requests for modified work on a case-by-case basis, and together with the impacted employee, develop individualized plans pursuant to which tasks are adapted or reassigned as needed.*
- *We will provide training to managers, as needed, so that they understand how best to support employees who have disabilities.*

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in connection with performance management, career development and redeployment processes:

- *We will accommodate individual requests for accessible formats of performance and career development processes.*
- *We will communicate and promote the importance of focusing on achievement rather than ability or disability, and the retention and promotion of employees based on consistent, objective criteria.*
- *We will determine whether additional training resources are necessary for employees with disabilities to ensure that they have the same development opportunities as others.*
- *We will ensure that opportunities for transfer and promotion are provided in accessible formats.*

Kraus will take the following steps to prevent and remove other accessibility barriers identified:

- *As policies are reviewed, Kraus will consider how the policies can be modified to include concepts of accessibility.*
- *To the extent that policy and operational changes are warranted following the above review, we will put these changes into effect, and communicate any material changes to all employees.*

For More Information

For more information on this accessibility plan or to request accessible formats of this document, please contact Kraus as follows:

Kraus employees:

Please contact Kraus's Accessibility Committee by email accessibility@krausflooring.com or your local Human Resources representative.

Kraus customers, consumers, vendors and other members of the public:

Please contact Kraus's Accessibility Committee by phone at 1-519-884-2310, by mail at Kraus Group of Companies, Attn: Accessibility Committee, 65 Northfield Drive West, Waterloo, ON N2L 0A8, or by email at accessibility@krausflooring.com

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REVISION HISTORY

DATE		REVISION & EXPLANATION	AUTHOR	APPROVED BY
Dec. 5, 2014	Original		L. Rourke	M. Kowalchuk
Nov. 2, 2016		Reviewed – No Changes	L. Rourke	M. Kowalchuk
Dec. 12, 2017		Reviewed – Updated to include posting of multiyear plan & policy on Corporate website.	S. Shannon/L. Scarfone	M. Kowalchuk

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