

## Integrated Accessibility Standard Regulation

### Design of Public Spaces Standard

#### Requirement: Accessible Public Spaces

We will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by the organization

When J.G. Stewart Construction Ltd. constructs or redevelops public spaces such as service counters and waiting areas, we will do so in keeping with the requirements set out in the Integrated Accessibility Standards – The Design of Public Spaces Standards and Ontario’s building code

#### Actions Taken:

- Ensuring any contractors comply with the IAS and IASR and building code standards

#### Actions Planned

- Continuously strive toward improvement of physical accessibility

#### Requirement: Accessible Customer Service

Customer Service is at the foundation of everything we do in providing quality aggregate products throughout Ontario. We strive for service excellence in all of our interactions. From the moment of contact with our employees, clients should feel that we are listening and responding to their needs.

We will meet the requirements of the AODA and the IASR. We will strive to identify any barriers to accessibility and determine appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities.

#### Actions Taken:

- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided

- Assistive devices and service animals are permitted on J.G. Stewart premises locations where customers have access
- Support persons that accompany a person with a disability are welcome in areas where public or third parties are permitted and/or served.
- Emergency procedures have been developed to ensure customers with varying abilities are assisted during 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 that customers or employees with varying abilities are assisted as needed in building emergencies
- Work to ensure online forms are accessible
- Develop tip sheets on employees interacting with persons of varying abilities

#### Requirement: Feedback

Feedback on how services were delivered to people with disabilities will be invited and forwarded to the appropriate personnel, responded to, documented and tracked. Feedback will be collected by phone, email, and/or website or in person at any of our site locations. Feedback will be accepted in accessible formats and with other communication supports as required. All feedback will be considered when reviewing the multi-year plan

#### Actions Taken:

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and in person

#### Actions Planned:

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

## Revisions to the Multi-Year Plan

If, through public consultation, feedback and our 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 our website and will be provided in alternate formats on request.

### Feedback is Welcome

We welcome your feedback about accessibility and our efforts at meeting the AODA and the IASR.

Please contact us by:

- Email – [tquenneville@jgstewart.ca](mailto:tquenneville@jgstewart.ca)
- Phone – 705-326-4711
- Fax – 705-326-0305