

Edward Jones Policy and Multi-Year Accessibility Plan: Accessibility for Ontarians with Disabilities Act (AODA)

Statement of Commitment

Edward Jones ("Edward Jones" or the "Firm") is committed to developing an inclusive, barrier-free environment guided by the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations (the "AODA"). Edward Jones is committed to meeting the accessibility needs of persons with disabilities in a timely manner.

As part of the Firm's commitment to meeting its obligations under the *AODA*, Edward Jones has developed this Multi-Year Accessibility Plan which outlines the Firm's strategy to prevent and remove barriers for persons with disabilities who are accessing the Firm's goods and/or services. This Plan outlines the steps we are taking to meet our requirements under the *AODA* and improve opportunities for people with disabilities. This Plan covers a five-year period (2023-2028). It will be reviewed at the end of that period, or sooner if necessary to address any changes in Edward Jones' accessibility-related compliance obligations.

Edward Jones will provide the opportunity for all individuals with disabilities to identify needs to their disabilities and ensure that such needs are accommodated in a manner that supports the dignity of the individual. This commitment is reflected through the Firm's implementation of training and specific policies and procedures that incorporate measures to identify and remove barriers for people with disabilities. Initial training has already been provided to staff and volunteers to raise awareness about the *AODA* and the issues and barriers encountered by people with disabilities.

A. Completed Steps:

- Establishment of Accessibility Policies, Standards, and Plans
- Accessibility program team has been formed to develop a governance function, providing tools and resources for our digital products
- UX accessibility specialists aligned to product teams that are developing tools and services. Accessibility specialists are performing accessibility design reviews.

In addition to this Plan, Edward Jones has developed, implemented, and maintains an Accessibility Policy governing how the Firm will achieve accessibility and its commitment to the same. This Policy will be reviewed as required by the *AODA*.

Information and Communications Standards

Edward Jones is committed to meeting the communication needs of people with disabilities and has developed policies in this regard. The Firm's Accessibility Policy contains a process for receiving and responding to feedback in an accessible manner. The Firm's Accessibility Policy also provides for the provision of accessible formats and communication supports for persons with disabilities.

Client Service Standard

Edward Jones is committed to providing its goods and services to persons with disabilities in a manner that respects the dignity and independence of persons with disabilities and has already developed policies in this regard, which included:

- The use of guide dogs and service animals;

- The use of assistive devices;
- The use of support persons; and
- How client feedback can be submitted.

Employment Standards

The Firm will identify, prevent and remove barriers at all stages of the employment life cycle for persons with disabilities and we have developed policies in this regard, which address such issues as:

- Availability of accommodation during the recruitment process; and
- Taking into account the accessibility needs of employees with disabilities in all stages of the employment relationship, including recruitment, hiring, performance management, career development and advancement and deployment.

The Firm specifies on all Ontario Job postings that accommodations are available for persons with disabilities. The Firm informs applicants in Ontario selected to interview for a position that reasonable accommodations are available during the recruitment process upon request. The Firm notifies the selected applicant when making an offer of employment that accommodations are available during the course of employment for people with disabilities.

The Firm communicates to all current employees and all new hires as soon as practicable, of the policies supporting employees with disabilities, and keeps them up to date on any changes to the accessibility policies and procedures. When requested by an employee, the Firm consults with the employee and provides suitable accessible format and communication supports needed to perform the employee's role.

The Firm has created a written process for the development of individual accommodation plans and has developed and documented a return-to-work process for employees who have been absent due to a disability.

Training and Records

The Firm has developed a procedure to provide training on the requirements of the AODA and on disability-related obligations under the Ontario Human Rights Code, to Ontario-based employees (including non-Ontario based employees who participate in developing Edward Jones' policies applicable to accessibility or impacting persons with disabilities), volunteers, and to all other persons who provide goods, services or facilities on behalf of the Firm in Ontario.

We maintain a record of the training provided. The records include the dates that training is provided, and the names of the individuals who received and completed the training.

Accessible Website

The Firm's goal is to ensure its public internet websites and new content on such websites conform to code (except where this is impracticable or not required by the AODA).

Edward Jones has established a process whereby it will work with a person with a disability to receive and respond to their feedback in an accessible format. For such request, please see the contact information at the end of this Plan. In addition, Edward Jones reviews and updates its feedback processes on an ongoing basis, in order to ensure that we are meeting our accessibility commitments and the requirements of the AODA.

Edward Jones is also committed to providing its publicly available information in accessible formats, upon request. For such requests, please see the contact information at the end of the Plan.

B. Strategies and Action:

The Firm will identify, prevent and remove barriers in buildings and public spaces for persons with disabilities.

The Firm will make all new or redeveloped public spaces accessible as required by the AODA. This includes, but is not limited to:

- Outdoor public use eating areas;
- Public outdoor paths of travel;
- Parking lots: and
- Waiting areas with fixed seating

When constructing or replacing any service counters, we will ensure that they comply with the requirements of the AODA.

We will endeavor to prevent service disruptions to the accessible parts of our public spaces, as required by the AODA. We will periodically inspect the accessible portions of our public spaces. When any deficiencies are noted that might impact accessibility, we will take steps to correct them.

In the event of a disruption, we will notify the public of the service disruption and alternatives available.

Contact Edward Jones

Edward Jones will continue to ensure that our 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 support, upon request.

For more information, questions or concerns regarding accessibility at Edward Jones or to request communication in an accessible format, please contact HR Help at 1-866-888-1356 or Email accessibility@edwardjones.com