Accessibility Policy

JUNE 7, 2026

Human Resources
LAURYSEN KITCHENS LTD. | 7 INDUSTRIAL AVE., CARLETON PLACE, ON K7C 3V7

ACCESSIBILITY POLICY
June 7, 2026

1.0 PURPOSE

Laurysen Kitchens Ltd. ("Laurysen Kitchens Ltd." or "Company") is committed to giving persons with disabilities the same opportunity to access and benefit from the products, services, and facilities it offers and to do so in a way that respects the dignity and independence of persons with disabilities.

The purpose of this policy is to set out Laurysen Kitchens Ltd.'s commitment to supporting the standards introduced by applicable accessibility and human rights legislation, and the Company's commitment to identifying, preventing, and eliminating barriers experienced by all persons with disabilities and ensuring all customers and employees are provided with equal opportunities.

1.1 Definitions

"Access" – barrier-free access to places, events, and other functions.

"Accessible formats" – may include but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

"Accessible Communication" – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

"Assistive Device" – aids and devices used to replace, compensate for or improve the functional abilities of persons with disabilities. They include a broad range of items such as mobility assistive devices, mobility aids and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices.

"Accommodation" – removal of barriers to give persons with disabilities an equal opportunity to access our products, and facilities, and benefit from our services based on that person's disability-related needs.

"Barrier" – means anything that prevents a person with a disability from fully participating in society due to the disability.

"Built environment" – buildings, structures, and premises (includes facilities)

"Communication" - means the interaction between two or more people where information is provided, sent, or received.

"Communication supports" – include captioning, alternative and enhancive communication supports, plain language, and other supports to enable effective communications.

"Disability" – means any degree of physical, mental, emotional, developmental, or learning impairment, and includes temporary and permanent disabilities, visible and invisible disabilities (e.g., visual, hearing, mental impairment, or learning or developmental disabilities).

"Facilities" - buildings, equipment, or services provided for a particular purpose.

"Information" - includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and that conveys meaning.

"Mobility aid" - means a device used to facilitate the transport, in a seated posture, of a person with a disability.

"Mobility assistive device" - means a cane, walker, or similar aid.

"Service Animal" - an animal that aids a person with a disability that relates to that person's disability, and it:

- can be easily identified as an animal being used by the person for reasons relating to the person's disability; or
- the person using a service animal can provide documentation from a regulated health professional confirming the animal is required due to disability.

"Support person" - A person who accompanies a person disabled by a barrier to:

- support the person obtaining using or benefiting from a good or service; or
- assist the person in addressing the person's communication, mobility, personal care, or medical needs.

2.0 LAURYSEN KITCHENS LTD. COMMITMENT TO ACCESSIBILITY

Laurysen Kitchens Ltd. is committed to creating an inclusive environment with equal access and participation for persons with disabilities. In alignment with our core values, Laurysen Kitchens Ltd. is committed to removing barriers for persons with disabilities and treating persons with disabilities in a way that allows them to maintain their dignity and independence.

Laurysen Kitchens Ltd. continues to build upon and improve its practices by removing and preventing barriers to accessibility to meet the needs of persons with disabilities in a timely manner, consistent with the specific requirements of applicable accessibility and human rights legislation.

Laurysen Kitchens Ltd. regularly reviews, updates, and implements accessibility standards in its practices and policies. This policy, related policies, and Laurysen Kitchens Ltd.'s Multi-Year Accessibility Plan outline the Company's strategies to prevent and remove barriers to accessibility from the workplace and to meet the requirements under applicable accessibility legislation. The

Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and is posted on Laurysen Kitchens Ltd.'s website. Upon request, Laurysen Kitchens Ltd. will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

3.0 GENERAL REQUIREMENTS

3.1 Training Employees and Volunteers

Laurysen Kitchens Ltd. will ensure that accessibility training is provided in accordance with the requirements of the accessibility standards in applicable accessibility legislation and will continue to ensure human rights training as it pertains to persons with disabilities is provided to:

- All employees and volunteers.
- All persons who participate in developing Laurysen Kitchens Ltd.'s policies; and,
- All other persons or third parties who provide products, services, or facilities on behalf of Laurysen Kitchens Ltd.

Training will be provided as soon as reasonably practicable and ongoing training will be provided in connection with any changes to Laurysen Kitchens Ltd.'s accessibility policies.

4.0 INFORMATION AND COMMUNICATIONS STANDARDS

4.1 Accessible Communication

Laurysen Kitchens Ltd. trains all employees on accessible communication. On request, Laurysen Kitchens Ltd. will provide information through a communication support or accessible format.

4.2 Feedback, Accessible Formats, and Communication Supports

Laurysen Kitchens Ltd. will ensure that its process for receiving and responding to feedback respects the accessible communication needs of persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. This will be done promptly, considering the person's accessibility needs due to disability. Laurysen Kitchens Ltd. will consult with the person making the request in determining the suitability of an accessible format or communication support.

4.3 Emergency Information

When Laurysen Kitchens Ltd. prepares and updates emergency procedures, plans, or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

4.4 Accessible Websites, Web Applications, and Web Content

Laurysen Kitchens Ltd. is committed to making its website and web content available in a format that conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) Level AA (as applicable), with limited exceptions in line with established accessibility information and communication standards.

5.0 EMPLOYMENT STANDARDS

5.1 Recruitment, Assessment, or Selection Process

Laurysen Kitchens Ltd. will notify its employees and the public about the availability of reasonable accommodation for applicants with disabilities in its recruitment process. When job applicants are selected to advance in the recruitment process, they will be notified that reasonable accommodations are available upon request in relation to the activities, materials, or processes to be used. If a selected applicant requests an accommodation, Laurysen Kitchens Ltd. will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's specific accessibility needs. When making offers of employment, Laurysen Kitchens Ltd. will notify the successful applicant of its policies and practices for accommodating employees with disabilities.

5.2 Support for Employees

All employees will be informed of where to find the Company's policies (and any updates to those policies) used to support employees with disabilities. For new employees, this information will be provided as soon as possible after commencing employment.

Upon the request of an employee with accessible communication needs, Laurysen Kitchens Ltd. will work with the employee to determine appropriate communication supports for information that is needed by the employee to perform their job and receive information that is generally available to other employees.

When conducting performance management, providing career development and advancement, or when redeploying employees, Laurysen Kitchens Ltd. will continue to consider the specific accessibility needs of employees with disabilities, as well as any individual accommodation plans.

5.3 Workplace Emergency Response Information

Laurysen Kitchens Ltd. will provide individualized workplace emergency response information to employees who have a disability where the Company is aware that individualized information is necessary. Laurysen Kitchens Ltd. will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Laurysen Kitchens Ltd. will, with the consent of the employee, provide this information to the person designated by the Company to provide assistance to the employee. The individualized workplace emergency response information will be reviewed when the employee moves to a different location, when the employee's overall accommodations needs or plans are reviewed, and when Laurysen Kitchens Ltd. reviews its general emergency response policies.

5.4 Return to Work Process

Laurysen Kitchens Ltd. will maintain a documented return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. The return-to-work process will outline the steps Laurysen Kitchens Ltd. will take to facilitate the employees' return to work and use documented individual accommodation plans. This

return-to-work process will not replace or override any other return-to-work process created by or under any other statute.

6.0 BUILT ENVIRONMENT AND DESIGN OF PUBLIC SPACES STANDARD

When building or making major modifications to the built environment, including public spaces such as exterior paths of travel, accessible parking, and/or obtaining service, Laurysen Kitchens Ltd. will meet the accessibility standards set out under all applicable legislation.

7.0 REVIEW PERIOD

This policy shall be reviewed annually and will be revised considering any legislative or organizational changes.

8.0 FEEDBACK PROCEDURE

Laurysen Kitchens Ltd. welcomes feedback on how the Company provides products, services, or facilities to people with disabilities. Feedback can be provided in the following way(s):

- In person at Laurysen Kitchens Ltd.
- By telephone to Bill Laurysen or Caroline Castrucci at 613-836-5353
- In writing to:
  Bill Laurysen or Caroline Castrucci
  7 Industrial Ave., Carleton Place, ON K7C 3V7
- By email to:
  Bill Laurysen, Owner, at: bill@laurysenkitchens.com
  Caroline Castrucci, Owner, at: ccastrucci@laurysenkitchens.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. Laurysen Kitchens Ltd. will make sure its feedback process is accessible, considering the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

9.0 RELATED POLICIES

Customer Service Policy
Multi-Year Accessibility Plan

CUSTOMER SERVICE POLICY
June 7, 2026

1.0 COMMITMENT

Laurysen Kitchens Ltd. ("Laurysen Kitchens Ltd." or "Company") is committed to providing an environment that is accessible to all people. Laurysen Kitchens Ltd. is committed to giving persons with disabilities equal opportunity to access and benefit from the products and services it offers all customers and to do so in a way that respects the dignity and independence of persons with disabilities.

2.0 PROVIDING PRODUCTS, SERVICES, AND ACCESS TO FACILITIES TO PERSONS WITH DISABILITIES

2.1 Communication

Laurysen Kitchens Ltd. will communicate with people in a manner that respects a person's accessible communication needs. Information will be made available to customers in accessible formats or through communication supports at no additional cost, upon request.

Laurysen Kitchens Ltd. strives to communicate with members of the public in a manner that is accessible and currently employs various mediums of communication that include:

a) www.laurysenkitchens.com: A website that provides information in clear plain language in both written and auditory format, and that can be navigated and understood by customers using accessibility software.
b) Making customer support available by phone.
c) Web forms on the Company website to provide feedback to key departments and personnel within Laurysen Kitchens Ltd.
d) Upon request, making information available to a customer in accessible formats or using communication supports.
e) Our employees and vendors who interact in person with customers receive training to provide excellent customer service to everyone, including persons with disabilities.

2.2 Assistive Devices

Persons with disabilities are welcome to use their personal Assistive Devices to access Laurysen Kitchens Ltd.'s facilities, products, and services. Our employees are trained and familiar with various

assistive devices that may be used by persons with disabilities while accessing our facilities, products, or services.

2.3 Accessibility Features

Laurysen Kitchens Ltd. Has the following accessibility features:

- Designated parking spaces
- Wide doorways to enter/exit
- Wide and clear paths of travel

2.4 Service Animals

Laurysen Kitchens Ltd. welcomes people with disabilities and their Service Animals on the parts of the Company's premises that are open to the public unless otherwise prohibited by law. When Laurysen Kitchens Ltd. cannot easily identify that an animal is a Service Animal, employees may ask a customer to confirm the animal is a Service Animal. If Service Animals are prohibited by another law, Laurysen Kitchens Ltd. will explain why the animal is excluded and discuss with the customer an alternate way of making its products, services, and/or facilities available to the customer.

2.5 Support Persons

We welcome people with disabilities who are accompanied by a Support Person. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at Laurysen Kitchens Ltd.

2.6 Built Environment/Design of Public Spaces

All aspects of Laurysen Kitchens Ltd.' built environment and public spaces are intended to facilitate barrier-free access to its facilities, products, and services, and are to be available for use in the intended manner.

When building or making major modifications to public spaces, including exterior paths of travel, accessible parking, and/or obtaining service, Laurysen Kitchens Ltd. will comply with the standards set out in our Accessibility Policy and all relevant laws.

2.7 Notice of Temporary Disruption

In the event of a planned or unexpected disruption impacting the accessibility of the built environment, facilities, and/or services, notice of the following will be given:

- the reasons why the facility or service is unavailable and an estimate of when the unavailability is expected to stop; and
- details of alternate means, if any, available to access Laurysen Kitchens Ltd.'s products and services.

The notice will be prominently displayed on the premises and on the website or be given by other reasonable means.

3.0 TRAINING AND RECORDS

Laurysen Kitchens Ltd. will ensure accessible customer service training is provided to all employees and volunteers, individuals who are involved with the development of the Company's policies, and others who provide products, and services on the Company's behalf. The training will include the following:

- Laurysen Kitchens Ltd.'s policies, practices, and procedures related to Accessible Customer Service.
- How to effectively interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an Assistive Device or require the assistance of a Service Animal or a Support Person.
- How to use any equipment or assistive devices that may be available to assist people with various types of disabilities.
- What to do if a person with a disability is having difficulty accessing Laurysen Kitchens Ltd.'s products, services, or facilities.
- A review of applicable legislation.

Training will also be provided when changes are made to the Company's Customer Service policies and Laurysen Kitchens Ltd. will maintain records of the training provided, including the training protocol, the dates of the training and the number of attendees.

4.0 FEEDBACK PROCEDURE

Laurysen Kitchens Ltd. welcomes feedback on how the Company provides products, services, or facilities to people with disabilities. Feedback can be provided in the following way(s):

- In person at Laurysen Kitchens Ltd.
- By telephone to Bill Laurysen or Caroline Castrucci at 613-836-5353
- In writing to:
  Bill Laurysen or Caroline Castrucci
  7 Industrial Ave., Carleton Place, ON K7C 3V7
- By email to:
  Bill Laurysen, Owner, at: bill@laurysenkitchens.com
  Caroline Castrucci, Owner, at: ccastrucci@laurysenkitchens.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. Laurysen Kitchens Ltd. will make sure its feedback process is accessible, considering the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

5.0 NOTICE OF AVAILABILITY OF DOCUMENTS AND FORMAT OF DOCUMENTS

This policy and information related to accessible customer service will be made available to the public upon request. Laurysen Kitchens Ltd. will provide information to members of the public in a format, using communication supports where appropriate.

6.0 REVIEW PERIOD

This policy shall be reviewed annually and will be revised considering any legislative or organizational changes.

7.0 RELATED POLICIES

Accessibility Policy
Multi-year Accessibility Plan

MULTI-YEAR ACCESSIBILITY PLAN
June 7, 2026

INTRODUCTION

Laurysen Kitchens Ltd. of Canada Inc. ("Laurysen Kitchens Ltd." or "Company") is committed to giving persons with disabilities the same opportunity to access and benefit from the products and services it offers all customers and employees and access to its facilities and doing so in a way that respects the dignity and independence of persons with disabilities.

This Multi-Year Accessibility Plan outlines Laurysen Kitchens Ltd.'s strategies to prevent and remove barriers to accessibility from the workplace, to address the current and future requirements set out in provincial accessibility-related laws, including the Integrated Accessibility Standards Regulation ("IASR" or the "Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and provincial human rights laws and to fulfill the Company's commitment as outlined in the Company's Accessibility Policy.

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and is posted on Laurysen Kitchens Ltd.'s Canadian website at www.laurysenkitchens.com. Upon request, Laurysen Kitchens Ltd. will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

GENERAL

1.0 TRAINING

Action: Accessibility training is provided to all employees, volunteers, persons who participate in developing the Company's policies, and all persons who provide products, services, or facilities on behalf of Laurysen Kitchens Ltd. Our training incorporates Laurysen Kitchens Ltd.'s accessibility policies, accessibility standards and responsibilities under provincial human rights laws that pertain to persons with disabilities. Training will be provided as soon as reasonably practicable and ongoing training will be provided in connection with any changes to Laurysen Kitchens Ltd.'s accessibility policies. Laurysen Kitchens Ltd. maintains a training record including training dates and the number of attendees.

2.0 INFORMATION AND COMMUNICATIONS

2.1 Accessible Communication: Feedback, Accessible Formats, Communication Supports and Emergency Information

Action: Laurysen Kitchens Ltd. ensures that existing and new 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.

When accessible formats and communication supports for persons with disabilities are requested, Laurysen Kitchens Ltd.:

- Consults with the person making the request to determine the suitability of the accessible format or communication support.
- Provides or arranges for information to be communicated in an accessible format that meets the individual's accessible communication needs; and
- Ensures information requested in accessible formats is made available in a timely manner.

Emergency procedures, plans, or public safety information made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

2.2 Accessible Websites, Web Applications, and Web Content

Action: Laurysen Kitchens Ltd.'s internet website and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 standards at Level AA, subject to limited exceptions that align with accessibility information and communication standards.

Implementation Timeframe: ongoing.

3.0 EMPLOYMENT

3.1 Recruitment, Assessment, or Selection Process

Action: Laurysen Kitchens Ltd. has implemented measures to ensure job applicants, employees, and the public are notified about the availability of reasonable accommodations including the following:

- Provide notice about available reasonable accommodations in internal and external communications relating to recruitment and to job applicants when they are selected to participate in an assessment or selection process.
- Consult with applicants about identified accommodation needs and offer suitable accommodation.

- Include reference to the availability of accommodation under Laurysen Kitchens Ltd.'s accommodation policies and practices in all offers of employment.
- Review existing accommodation policies and make any necessary changes. Inform employees of relevant policies used to support employees with disabilities and any policy changes and provide this information to new employees as practicable after commencing employment.

3.2 Workplace Emergency Response Information

Action: Laurysen Kitchens Ltd. has implemented the following measures to provide workplace emergency response information to employees:

- Review existing workplace emergency procedures and update them, if necessary.
- Advise employees to provide notice of any accommodation needs with respect to workplace emergencies.
- Prepare and provide employees needing accommodation with individualized workplace emergency response information if appropriate and in consultation with the affected employee.
- Keep a confidential record of individualized workplace emergency response information requests and responses.
- Designate individuals to assist employees needing accommodation during workplace emergencies and, with the consent of the affected employee, provide individualized workplace emergency response information to the designated individual.

Implementation Timeframe: ongoing.

3.3 Individual Accommodation Plans and Return to Work Process

Action: Laurysen Kitchens Ltd. has an accommodation process that respects the principles of dignity, inclusion, and individualization. Laurysen Kitchens Ltd. will explore accommodation options to remove barriers once it has been made aware of an employee or prospective employee who requires accommodation based on a protected ground under applicated human rights legislation and accessibility legislation and includes the following elements:

- How an employee requesting accommodation can participate in the development of an individual accommodation plan and how the Company assesses employees on an individual basis.
- Steps are taken to protect the privacy of the employees' personal information with respect to accommodation.
- The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.
- Individual accommodation plans will include relevant information regarding accessible formats and communications supports to be provided (if requested), individualized

workplace emergency response information (if required) and identify any other accommodation that is to be provided.

Further, Laurysen Kitchens Ltd.'s Return to Work process is where Laurysen Kitchens Ltd. will prepare an individual accommodation plan for employees who have been absent from work due to disability and who require disability-related accommodations to return to work. Information provided in support of an accommodation request will be treated confidentially and will be shared only as needed for the accommodation process. This includes maintaining a documented return-to-work process that outlines the steps the Company will take to facilitate the return to work and includes documented individual accommodation plans as part of the process.

Implementation Timeframe: ongoing.

3.4 Performance Management, Career Development and Advancement, and Redeployment Action: Laurysen Kitchens Ltd. will continue to ensure that managers are aware of their responsibility to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when engaging in employee redeployment.

Implementation Timeframe: ongoing.

4.0 DESIGN OF PUBLIC SPACES STANDARD

Laurysen Kitchens Ltd. continues to comply with accessibility standards and requirements under applicable laws when building, replacing, or making major modifications to the Company's built environment or the design of its public spaces which includes exterior paths of travel, accessible parking, service counters, and waiting areas as described below.

4.1 Exterior Paths of Travel and Accessible Parking

When newly constructing or redeveloping sidewalks or walkways (including associated ramps, stairs, curb ramps, depressed curbs, pedestrian control signals, and rest areas) and any new or redeveloped off-street parking (including accessible parking spaces, and signage).

4.2 Obtaining Services (Service Counters and Waiting Areas)

- When newly constructing or replacing service counters, at least one service counter will accommodate mobility aids for countertop height, knee clearance, and clear floor space and will be clearly identified with signage.
- When newly constructing or redeveloping waiting areas, where seating is fixed to the floor, there will be at least one accessible seating space where an individual using a mobility aid can wait.

5.0 CUSTOMER SERVICE STANDARD

Action: Accessible customer service training is provided to Laurysen Kitchens Ltd.'s employees, volunteers, and others who participate in developing the Company's policies or provide products, services, or facilities on behalf of Laurysen Kitchens Ltd. The Company's training incorporates the purpose of accessibility-related legislation including the AODA, Laurysen Kitchens Ltd. policies, practices, and procedures related to accessible Customer Service, how to effectively interact and communicate with people with various types of disabilities (including people who use an Assistive Device or require the assistance of a Service Animal or a Support Person), and what to do if a person with a disability is having difficulty in accessing Laurysen Kitchens Ltd.'s products, services or facilities.

6.0 FEEDBACK PROCEDURE

Laurysen Kitchens Ltd. welcomes feedback on how the Company provides products, services, or facilities to people with disabilities. Feedback can be provided in the following way(s):

- In person at Laurysen Kitchens Ltd.
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  Bill Laurysen, Owner, at: bill@laurysenkitchens.com
  Caroline Castrucci, Owner, at: ccastrucci@laurysenkitchens.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. Laurysen Kitchens Ltd. will make sure its feedback process is accessible, considering the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

7.0 CONTACT

For general inquiries or to make a request for an alternate format of this Multi-Year Accessibility Plan, please contact:

- Bill Laurysen, Owner, at: bill@laurysenkitchens.com
- Caroline Castrucci, Owner, at: ccastrucci@laurysenkitchens.com

8.0 RELATED POLICIES

Customer Service Policy
Accessibility Policy