

Stifel Nicolaus Canada Inc. (“Stifel”) is committed to excellence in serving all clients, including persons with disabilities.

The purpose of this policy is to outline the practices and procedures approved by Stifel in order to meet employer obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically *Ontario Regulation 429/07*. Through this policy, Stifel establishes and implements practices and procedures consistent with its goals of compliance, as well as its commitment to providing excellence in accessible services for all clients.

General Principles

Assistive Devices

Stifel will ensure that its employees are fully trained and familiar with various assistive devices that may be used by clients with disabilities while accessing Stifel’s services.

A person with a disability may enter any part of Stifel’s premises that is open to the public with an assistive device unless such assistive device is not allowed by law. If the assistive device is not allowed by law, the person will be advised and alternate options will be explored.

Communication

Stifel employees shall communicate with persons with disabilities in ways that take into account their disability when necessary.

Service Animals

Stifel welcomes persons with disabilities and their service animals. Service animals are allowed on those parts of Stifel’s premises that are open to the public. It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Stifel’s premises.

Depending on the nature of the service being provided, for the benefit of the person with the disability, Stifel may require the support person to sign a Confidentiality Agreement, agreeing not to disclose any information or documents obtained in his or her role as a support person to any third parties without the written consent of Stifel.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities at Stifel’s location, clients will be notified by the posting of a notice at the Stifel premises, which will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

Stifel will provide training to all Ontario employees on its Accessible Customer Service Policy. The amount and format of training given will be tailored to suit each employee's interaction with clients and will focus on the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Stifel's Accessible Customer Service Policy
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing any of Stifel's premises

Employees will be trained as soon as practical following their date of hire, no more than six (6) months after their start date, as well as on an ongoing basis as changes occur to applicable policies, procedures, and practices. Stifel will keep records of all training sessions.

All documents required by Accessibility Standards for Customer Service are available upon request, subject to privacy protection laws. When providing such documents to a person with a disability, Stifel will provide the document, or the information contained in the document, in a format that takes into consideration the person's disability.

Feedback

Feedback from clients about the delivery of services to persons with disabilities may be given in confidence by telephone, in person, in writing, in electronic format, or through other methods.

Mail or deliver to:

Stifel Nicolaus Canada Inc.
145 King Street West, Suite 300
Toronto, Ontario
M5H 1J8

Call:

(416) 367-8600

E-mail:

SNCHR@stifel.com