

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

EDWARD JONES ACCESSIBILITY POLICY

The mission of Edward Jones is to help individuals achieve their long-term financial goals by understanding their needs and implementing tailored solutions. In fulfilling this mission, Edward Jones strives to provide its products and services in a way that respects the dignity and independence of all persons including those with disabilities.

Edward Jones is committed to giving persons with disabilities the same opportunity to access our products and services as other persons, either in the same way or in a similar way. We are committed to providing excellent client service to all clients and will take into consideration their individual needs in doing so. Edward Jones is committed to identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate and timely manner through compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and the *Human Rights Code* (Ontario)(“**Code**”). To that end, the firm will make reasonable efforts to accommodate individuals with disabilities in a suitable way.

Edward Jones will maintain this Policy to describe the principles that guide our path to accessibility as an organization and identify what Edward Jones will do to meet the requirements of the AODA. A number of resources and reasonable modifications are available. The resources outlined in this policy are examples of the reasonable modifications that can be made for persons with disabilities and is not a comprehensive list of all the modifications that may be available.

This Policy applies to Edward Jones’ associates and to Edward Jones’ provision of services and products in Ontario to its clients, members of the public and other third parties.

A. Multi-Year Accessibility Plan

Edward Jones has developed and will maintain a Multi-Year Accessibility Plan (the “**Plan**”) that outlines Edward Jones’ strategy to prevent and remove barriers from our workplace and meet its requirements under the Integrated Accessibility Standards.

B. Provision of Services to Persons with Disabilities

Edward Jones will provide its services and communicate with clients, members of the public and applicable third parties to whom we provide goods and services to in Ontario, including at our Ontario premises, in a manner that takes into account a person’s disability and is compliant with the AODA. For example, Edward Jones offers its clients the opportunity to meet face-to-face in our convenient branch office locations. If necessary, our financial advisors will arrange to meet with individuals at another location or virtually.

Edward Jones is committed to welcoming individuals with disabilities who are accompanied by a service animal or a support person on Ontario firm premises that are open to the public and other applicable third parties, to the extent permitted by law. The firm is also committed to providing access to the parts of its premises that are open to the public and other applicable third parties to the support persons of persons with disabilities.

Additionally, the firm provides fully accessible telephone service to our clients. If telephone communication is not suitable to client needs or is not available, Edward Jones will offer to communicate with clients by means that are suitable for both the client and the firm.

Edward Jones is committed to serving persons with disabilities who use assistive devices in accessing our products and services. Persons with disabilities will be permitted to obtain,

use or benefit from Edward Jones' services through the use of their own assistive devices. It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times. In cases where the assistive device presents a significant unavoidable health and safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access Edward Jones' goods, services or facilities.

Edward Jones is also committed to providing accessible client statements to all of our clients. For this reason, statements will be provided in the following formats upon request: hard copy and electronically via email at accessibility@edwardjones.com

C. Additionally, the firm will answer any questions clients may have about the content of the statement in person or by telephone. **Related Firm Policies & Practices**

Non-discrimination Policy:

At the core of Edward Jones' values is a belief in the dignity of the individual. We respect personal dignity in many ways, one of which is a clear policy prohibiting discrimination in any form. The purpose of the firm's Non-discrimination policy is to establish that Edward Jones prohibits discrimination of any kind, whether based on race, colour, sex (including sexual orientation, gender identity and pregnancy) religion, national origin, age, disability, veteran status, genetic information or citizenship status or any other prohibited ground pursuant to the Code.

Edward Jones prohibits discrimination by and towards associates and third parties. Every associate is expected to demonstrate, in both words and actions, that they treat all associates, clients and business contacts with respect, fairness and dignity.

D. Notice of Temporary Disruption

Edward Jones will make best effort to provide appropriate parties with notice in the event of a planned or unexpected disruption in services usually used by people with disabilities, if any. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances of our affected premises.

E. Self-Service Kiosks

Although Edward Jones currently does not use self-service kiosks, we will have regard to the accessibility for persons with disabilities should we design, procure or acquire self-service kiosks in Ontario by considering what accessibility features could be built into kiosks to best meet the needs of our clients.

F. Training

Edward Jones will provide training to:

- all of our Ontario-based associates, and
- all persons who participate in developing Edward Jones' policies applicable in Ontario

on the requirements of the accessibility, standards referred to in the Integrated Accessibility Standards and the Client Service Standard, and on the Code as it pertains to persons with

disabilities. Training will be provided as soon as practicable. Training will also be included as part of orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training. Edward Jones will also provide training, on an ongoing basis, with respect to changes made to this Policy, if any.

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the number of individuals to whom training is provided.

Where third parties are engaged to perform services in Ontario on behalf of Edward Jones, we may require that such third parties provide an acknowledgment that their principals, associates, agents and volunteers receive any applicable training required by the AODA.

G. Employment

Edward Jones' policies and practices are intended to build an inclusive and accessible work environment that is free from discrimination and harassment.

Recruitment and Hiring:

Edward Jones will advise our associates and the public about the availability of accommodation for applicants with disabilities. Edward Jones will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used and will work with the applicant to address any requests for accommodation up to the point of undue hardship.

Informing Associates of Supports:

We will notify our associates of Edward Jones' policies (and any updates to those policies) for supporting associates with disabilities, including our policies regarding the provision of job accommodations that take into account an associate's accessibility needs due to disability. This information will be provided to new hires as soon as practicable after they commence employment.

Workplace Emergency Response Information:

Edward Jones will provide individualized workplace emergency response information to associates with disabilities where the disability is such that individualized information is necessary and Edward Jones is aware of the need for accommodation. Where an associate who receives individualized workplace emergency response information requires assistance, Edward Jones will designate a person to provide assistance and, with the associate's consent, Edward Jones will provide the workplace emergency response information to such person.

Edward Jones will review individualized workplace emergency response information, at minimum, whenever the associate moves to a different location within Edward Jones, the associate's overall accommodation needs or plans are reviewed, or Edward Jones reviews its general emergency response policies.

Documented Individual Accommodation Plans:

Edward Jones will develop and maintain a written process for the development of documented individual accommodation plans for associates with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace

emergency response information (where required). Plans will also identify any other accommodation that is to be provided.

Return to Work Process:

Edward Jones will develop and maintain a documented return to work process for its associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will, as part of the process, outline the steps that Edward Jones will take to facilitate the return to work and will include documented individual accommodation plans.

Performance Management, Career Development and Advancement & Redeployment:

Edward Jones will take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.

H. Information and Communications

Accessible formats and communication supports:

Upon request, Edward Jones will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including associates, in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons. Edward Jones will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support. Edward Jones will continue to advise the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on our firm website.

Accessible websites and web content:

Edward Jones will ensure that any websites that our Ontario entity controls directly or through a contractual relationship that allows the Ontario entity to modify the content, including web content, on such sites, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, except where meeting the requirement(s) is not practicable.

Emergency Procedure, Plans, or Public Safety Information:

Edward Jones does not currently have emergency response procedures, plans and public safety information that it makes available to the public in Ontario. In the event that we do make such information available in the future, Edward Jones will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons. Edward Jones will consult with the person making the request when determining the suitability of an accessible format or communication support.

I. Feedback Process and Review

Questions about this Policy, or its intended purpose, should be directed to the Edward Jones Human Resources Department by calling 866-88-1356 or by emailing CAN-HRHelp@edwardjones.com

The ultimate goal of Edward Jones is to meet and surpass client expectations. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding accessibility issues can be made in person, by telephone, in writing, by email accessibility@edwardjones.com or on-line at www.edwardjones.com Inquiries will be addressed as soon as practicable after receipt.

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 communications supports, upon request.

The Plan will be reviewed and updated at least once every five years. The Plan is posted on our website. Upon request, Edward Jones will provide a copy of the Plan in an accessible format.