

RONA INC.
(the « Corporation »)

POLICY REGARDING COMPLAINTS AND CONCERNS OF STAKEHOLDERS

The Corporation encourages stakeholders to voice their concerns and complaints about the Corporation in order for the Corporation to become aware of and review such concerns and complaints as soon as possible.

In addition to its Policy on complaints regarding accounting, internal accounting controls or auditing matters, the Corporation has therefore adopted this Policy to allow stakeholders to voice their concerns and complaints to the Chair of the Corporation's Board of Directors.

Pursuant to this policy, stakeholders may file their concerns and complaints with the Chair of the Corporation's Board of the Directors by one of the following means:

- via toll-free telephone line at 1-866-353-7662
- via the Internet at <http://www.clearviewconnects.com>

Concerns or complaints should be as detailed as possible in order to provide enough information on the issue so that the Corporation can investigate it.

The Chair of the Board of the Directors will review all concerns and complaints received by telephone or Internet and will report to the Board of Directors on any investigations to be conducted or any other action deemed necessary to address any problem or situation that is harmful for the Corporation.

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