

# ACCESSIBLE EMPLOYMENT POLICY

Policy Number	<b><i>HRCAN-179 WP</i></b>
Policy Date	<b><i>January 23, 2023</i></b>
Replaces	<b><i>January 1, 2017</i></b>
Issuing Authority	<b>Human Resources</b>
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## ACCESSIBLE EMPLOYMENT POLICY

**If you are a person with a disability and require reasonable accommodations to read this document, please contact a member of the Human Resources team.**

### Overview

WORLD PAC CANADA is committed to removing any barriers in employment faced by team members with disabilities. As such, we provide a working environment which complies with the requirements of the Employment Standards in the *Integrated Accessibility Standards, Ontario Regulation 191/11*, and as established under the *Accessibility for Ontarians with Disabilities Act, 2005*. It is important to WORLD PAC CANADA that all employees with disabilities (including potential members) find our workplace to be welcoming and supportive. To that end, we have put in place the processes listed below.

This Accessible Employment Policy applies to all WORLD PAC CANADA employees and job candidates. WORLD PAC CANADA is committed to ensuring its recruitment process is accessible to all users during all stages of recruitment. Reasonable accommodations will be provided, upon request, to applicants with disabilities to facilitate equal opportunity throughout the recruitment and selection process.

### Accessible Formats and Communication Supports

WORLD PAC CANADA will ensure that its employees who have disabilities have access to any information they need to perform their jobs and employment-related information that is generally available to all employees in the workplace, in an accessible format, upon request.

### Documented Individual Accommodation Plan (IAP)

If an employee requires reasonable accommodation in the workplace due to a disability, WORLD PAC CANADA will work with the employee to prepare an IAP outlining, among other things, any accommodation measures that will be implemented. The IAP will be provided to the employee in a format which considers his or her disability. The IAP process will be kept as confidential as possible. No information will be released to other team members without the permission of the employee, except as where required for reasonable operational purposes: those who are informed will be advised on a "need to know" basis only (e.g., direct supervisor of the employee).

The IAP Process is as follows:

- Employee advises their manager or Human Resources that they require an accommodation due to a disability. If the employee advises his or her Manager, the Manager is responsible for contacting Human Resources to engage this IAP Process.

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- Employee participates in the development of the IAP with Human Resources. The employee may request to Human Resources the participation of one (1) representative from the workplace to participate in this process with the employee.
- Employee provides Human Resources with information and documentation regarding the employee's functional limitations and advises how WORLD PAC CANADA may be able to accommodate the disability. WORLD PAC CANADA will consider the employee's proposals however, ultimately it is up to WORLD PAC CANADA to determine what, if any reasonable accommodations will be provided, based on the documentation submitted by the employee and WORLD PAC CANADA's operational needs.
- WORLD PAC CANADA can, at its discretion, request an evaluation by an outside medical or other expert, at WORLD PAC CANADA expense, to assist in assessing potential options to accommodate the employee.
- Human Resources will document the accommodation[s] requirements in the IAP, including any workplace emergency response information that may be required.
- Within one (1) week of finalizing the IAP, WORLD PAC CANADA will provide the employee with a copy of the IAP in a format which considers the individual's disability. A copy is placed in the employee's file and a copy will be provided to the employee's direct supervisor.
- Human Resources takes responsibility for ensuring the plan of action outlined in the IAP is in place.
- Each IAP is reviewed annually in January of each year or when WORLD PAC CANADA receives information suggesting that the employee's disability-related needs have changed. If WORLD PAC CANADA determines that accommodation is not required or if WORLD PAC CANADA cannot accommodate the employee without undue hardship, the employee will be provided with the reasons for this decision.

## Workplace Emergency Response Information

WORLD PAC CANADA will work with you to provide any additional reasonable accommodations that may be required in the event of an emergency and will document these measures in your IAP. If you are a person with a temporary or permanent disability, and require assistance in the event of an emergency, please contact HR at (905) 299-9429 (cell) so that WORLD PAC CANADA can provide you with a personalized workplace emergency response plan, with your input and consent. WORLD PAC CANADA will review and update, if necessary, the response plan when:

- a) you change locations;
- b) your overall accommodation needs and/or accommodation plan are reviewed; and
- c) when WORLD PAC CANADA's general emergency policies are reviewed.

If you require assistance in emergency situations, WORLD PAC CANADA will provide your personalized workplace emergency response plan to a designated person(s), with your consent and in a way that respects your privacy.

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## Return to Work Process

After an employee has been absent from work due to a disability, WORLDPAC CANADA works with the relevant parties to successfully re-integrate the employee back to work. The Return-to-Work process is documented in the IAP and may include the following:

- A Gradual Return to Work schedule
- Ergonomic assessments (e.g., chair, desk, computer, etc.)
- The purchase of items to support the individual (e.g., keyboard, mouse, etc.)
- Restrictions (e.g., no heavy lifting, etc.)
- Other accommodations, as specified by the doctor (e.g., exercising at desk, etc.)
- The list of accommodation may be revised, removed, and updated as required.

**Please refer to our RTW policy for our Return-to-Work program.**

## Performance Management, Career Development and Redevelopment

WORLDPAC CANADA strives to ensure that individuals with disabilities have the same access to career development and training opportunities as all other employees and will provide reasonable accommodation where applicable. WORLDPAC CANADA will consider the needs of employees with disabilities during any performance management process and when an employee is moved to a new position or is promoted. Where an employee with a disability is redeployed, WORLDPAC CANADA will work with that individual to ensure they are trained and accommodated, as is reasonable in the circumstances.

## CONTACT INFORMATION

For more information on this accessibility employment policy or to request an accessible format of this document please contact **WORLDPAC CANADA Canada's Human Resources Department** at:

WORLDPAC Canada,

Attention:

Human Resources

WORLDPAC Canada

**8399 George Bolton Pkwy, Unit 1  
Bolton, Ontario L7E 4M2**

(905) 299-9429 (cell)

(647) 503-2754 (fax)

(800) 644-9129 ext 2245 (toll free)