

# INTEGRATED ACCESSIBILITY STANDARDS POLICY (ONTARIO ONLY) MULTI-YEAR PLAN

Policy Number	<b><i>HRCAN-178b</i></b>
Policy Date	<b><i>January 1, 2023</i></b>
Replaces	<b><i>June 20, 2014</i></b>
Issuing Authority	<b>Human Resources</b>
Page	<b>Page 1 of 11</b>

## INTEGRATED ACCESSIBILITY STANDARDS

### STATEMENT OF COMMITMENT, POLICY & PLAN

This policy and plan formalizes Worldpac Canada's commitment to accessibility, and outlines those steps that Worldpac Canada will take to remove barriers and improve opportunities for people with disabilities through compliance with the *Integrated Accessibility Standards Regulation* (the "IASR").

#### STATEMENT OF COMMITMENT

---

Worldpac Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. This vision is built upon a foundational belief in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We are dedicated to breaking down barriers to accessibility, preventing new barriers from arising and to meeting the accessibility requirements prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005*.

#### ACCESSIBILITY POLICY & ACTION PLAN

---

##### PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

This document includes a summary of the accessibility initiatives Worldpac Canada has completed.

**I. Training:** Worldpac Canada has provided training on the requirements of the IASR and on the Ontario *Human Rights Code* as it relates to people with disabilities to all of its Representatives. As used in this document, Representatives means employees, volunteers, others that provide goods or services on the Company's behalf and all those who are involved in the development of the Company's policies, practices and procedures. Worldpac Canada will continue to provide training to all new Representatives.

The following actions have been taken by Human Resources to achieve our goals:

1. Worldpac Canada has developed training materials that address the requirements of Ontario's accessibility laws and the disability-related obligations under human rights laws;
2. Worldpac Canada tailors the training to the specific duties of an individual or group of individuals that require training;
3. Worldpac Canada has delivered training using a method that is appropriate for the audience and needs of the company; At Worldpac, all newly hired Teammates conduct their training through eLearning within their first 60 days on the job.
4. Worldpac Canada keeps a record detailing which individuals have been trained and on what date; and
5. Worldpac Canada ensures that all Representatives are trained as soon as practicable and that training in respect of any changes to the Company's accessibility policies takes place on an on-

going basis.

At Worldpac, Human Resources receives quarterly reports of all Representative who have undergone AODA training as well as those who have yet to complete their training. HR coordinates with Management personnel to follow up with those whose training is still outstanding.

## **II. Information & Communication**

Worldpac Canada is committed to creating, providing and receiving information and communications in ways that are accessible for people with disabilities and we will consult with people with disabilities to determine their information and communication needs.

Worldpac Canada will ensure that our existing processes for receiving and responding to feedback are accessible to people with disabilities upon request. Worldpac CANADA will provide or arrange for accessible formats and communication supports upon request. Feedback can be provided at any of our store locations in person, or by writing, phone, fax or email to:

Worldpac Canada  
Attention Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

Phone: 1-800-463-8749

The Company's accessibility policy is available at [www.Worldpac.ca](http://www.Worldpac.ca)

Worldpac Canada will provide documents, or the information contained in documents, required to be provided under the Accessibility Standard for Customer Service, to a person with a disability in a format that takes the person's disability into account.

In further pursuit of our commitment to meeting the communication needs of people with disabilities, Worldpac Canada will ensure that, upon request, we will provide or arrange for the provision of publicly available information that is in respect of our goods, services or facilities in an accessible format and at a cost that is not more than that charged to others.

Worldpac Canada will take the following actions to achieve these goals:

1. Worldpac staff who receives the request will consult with the person making the request in a timely manner to determine the most appropriate accessible format or communication support, given the needs of the person, whether the content is convertible and Worldpac Canada's capability. Human Resources will provide support as necessary;
2. Providing the accessible format or communication support in a timely manner and at no additional cost; and
3. Notifying the public about the availability of accessible formats and communication supports.

**Information** in accessible formats and communication supports can be requested at any of our store locations in person, or by writing, phone, fax or email to:

Worldpac Canada Inc,  
Attention Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

Phone: 1-800-463-8749 The Company's accessibility policy is available at [www.Worldpac.ca](http://www.Worldpac.ca)

Worldpac Canada has enacted a process to provide its customers and clients with publicly available emergency procedures, plans or public safety information in an accessible way, and as soon as practicable upon request.

Worldpac Canada ensures that all websites and content conform with WCAG 2.0, Level AA.

### **III. Employment**

Worldpac Canada is committed to providing for fairness and accessibility across all stages of the employment life cycle, allowing employees to reach their full potential. Worldpac Canada will take the following actions to achieve these goals during the recruitment and assessment processes, and when employees are hired:

4. Notify the public and our staff that we will accommodate people with disabilities during the recruitment process;
5. Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be utilized;
6. Consult with job applicants who request accommodation to support them through the recruitment, selection and/or assessment process and take into account their needs, so that the accommodations provided are effective; and
7. Notify the successful applicant of Worldpac Canada's policies for accommodating our employees with disabilities.

Worldpac Canada informs employees of the policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability, by:

1. On request, consulting with our employees with disabilities to determine those accessible formats or communication supports that may be of assistance in accessing workplace information, and how such individualized accommodation may be provided in order to perform one's job effectively, as well as general communiques and fact sheets/bulletins.
2. Providing the information as soon as practicable after commencement of employment, and updating whenever there is a change to the policies.

Human Resources has developed and put in place a process for the creation of documented individual accommodation plans for those employees with disabilities. This process is implemented by:

1. Considering how employees with disabilities will participate in the development of their accommodation plan and what the plans may include;

2. Determining the means by which an employee is assessed on an individual basis;
3. Determining the manner by which Worldpac Canada can request an evaluation by an outside expert, at the company's expense, to determine if and how accommodation can be achieved;
4. Establishing the manner in which the employee can request the participation of a workplace representative in the development of the accommodation plan;
5. Establishing where the plans will be stored and what steps will be taken to protect the privacy of employee information;
6. Determining when and how the individual accommodation plans will be reviewed and updated;
7. Determining the manner in which reasons will be given when an accommodation plan is denied; and
8. Determining the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs

Individualized accommodation plans will include any:

1. Information regarding accessible formations and communication supports provided;
2. Individualized workplace emergency response information; and
3. Other accommodation that is to be provided.

Worldpac Canada has a documented return to work process in place for those employees that have been absent from work due to a disability and require disability-related accommodation in order to return to work. This process outlines the steps that Worldpac Canada will take to facilitate the return to work of the applicable employees and the use of individual documented accommodation plans.

Worldpac Canada ensures that it takes into account the accessibility needs of employees with disabilities (as well as their individual accommodation plans) when implementing its performance management process by:

1. Reviewing individual accommodation plans to understand employee needs and determine whether they should be adjusted to improve job performance;
2. Providing performance-management related documents in accessible formats; and
3. Providing informal and formal coaching and feedback in a manner that takes an employee's disability into account.

Worldpac Canada takes into account the accessibility needs of its employees with disabilities (as well as their individual accommodation plans) when providing career development, advancement, or redeployment. This may occur through the consideration of what accommodations employees with disabilities may need to succeed elsewhere within our organization, to take on new responsibilities in a current role, or when redeployment has become necessary. This accommodation for employees with disabilities is the responsibility of the employee's manager.

In pursuit of Worldpac Canada's commitment to providing fairness and accessibility across all stages of employment, Worldpac Canada has and continues to:

1. Provide individualized workplace emergency response information to our employees with disabilities, if the disability is such that the individualized information is necessary and Worldpac Canada is aware of the need for accommodation. The information will be provided as soon as practicable after Worldpac Canada becomes aware of the need for accommodation.

2. Review the individualized information when:
  - a. The employee changes location;
  - b. The employee's overall accommodation needs and/or plan are reviewed; or
  - c. The company's general emergency policies are reviewed.
3. With the employee's consent, provide the individualized information to designated persons if the employee requires assistance in emergency situations, and in a way that respects the privacy of the employee.

#### **IV. Customer Service**

Worldpac Canada is committed to ensuring that persons with disabilities are able to access its goods and services. As such, the Company has done the following:

- Developed, implemented and maintained policies governing the provision of the Company's goods and services to persons with disabilities.
- Provided training to Representatives on accessible customer service.
- In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, Worldpac will post a notice 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 or near the affected facility or service and/or through other means (e.g., website) where necessary.

### **OTHER ACCESSIBILITY MATTERS**

#### **I. Design of Public Spaces**

When developing or redeveloping any of its public spaces, the Company will adhere to Design of Public Spaces Standard to achieve compliance

#### **II. Existing Policies**

Worldpac Canada will continue to review any other existing policies should they require revisiting and/or modification to comply with the IASR.

### **ACHIEVEMENTS & PROGRESS**

---

Worldpac Canada has already taken a variety of strides to incorporate accessibility into aspects of its business and operations. We have achieved our goals on various fronts. Our accessibility plan will be updated at least every five (5) years, showing our progress and accomplishments as we pursue the core principles of dignity, independence, integration, and equal treatment.

#### **I. General**

In pursuit of Worldpac Canada's commitment to ensuring accessibility, we have implemented this multi-year accessibility plan, which outlines our strategy to prevent and remove barriers and meet the

requirements under the ISAR. We have posted this policy and accessibility plan on our website, and are able to provide the plan in an accessible format upon request. We have also complied with the Regulations regarding the following:

a. Kiosks

At this time, Worldpac Canada does not utilize kiosks. However, should the use of kiosks become a part of Worldpac Canada's business in the future, we will ensure that our employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

## GOING FORWARD

Worldpac Canada will endeavour to identify and remove accessibility barriers going forward. This accessibility plan will be reviewed and updated at least every five (5) years to ensure compliance with legislated deadlines, address existing accessibility barriers and plan for the removal and prevention of any future barriers.

## CONTACT INFORMATION

---

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

Worldpac Canada  
Attention Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

Phone: 1-800-463-8749

This policy and plan formalizes Worldpac Canada's commitment to accessibility, and outlines those steps that Worldpac Canada will take to remove barriers and improve opportunities for people with disabilities through compliance with the *Integrated Accessibility Standards Regulation* (the "IASR").

## STATEMENT OF COMMITMENT

---

Worldpac Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. This vision is built upon a foundational belief in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We are dedicated to breaking down barriers to accessibility, preventing new barriers from arising and to meeting the accessibility requirements prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005*.

## ACCESSIBILITY POLICY & ACTION PLAN

---

### **PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS**

This document includes a summary of the accessibility initiatives WORLD PAC Canada has completed.

**I. Training:** Worldpac Canada has provided training on the requirements of the IASR and on the

Ontario *Human Rights Code* as it relates to people with disabilities to all of its Representatives. As used in this document, Representatives means employees, volunteers, others that provide goods or services on the Company's behalf and all those who are involved in the development of the Company's policies, practices and procedures. Worldpac Canada will continue to provide training to all new Representatives.

The following actions have been taken by Human Resources to achieve our goals:

1. Worldpac Canada has developed training materials that address the requirements of Ontario's accessibility laws and the disability-related obligations under human rights laws;
2. Worldpac Canada tailors the training to the specific duties of an individual or group of individuals that require training;
3. Worldpac Canada has delivered training using a method that is appropriate for the audience and needs of Worldpac Canada; At Worldpac, all newly hired Teammates conduct their training through eLearning within their first 60 days on the job.
4. Worldpac Canada keeps a record detailing which individuals have been trained and on what date; and
5. Worldpac Canada ensures that all Representatives are trained as soon as practicable and that training in respect of any changes to the Company's accessibility policies takes place on an on-going basis.

At Worldpac, Human Resources receives quarterly reports of all Representative who have undergone AODA training as well as those who have yet to complete their training. HR coordinates with Management personnel to follow up with those whose training is still outstanding.

## **II. Information & Communication**

Worldpac Canada is committed to creating, providing and receiving information and communications in ways that are accessible for people with disabilities and we will consult with people with disabilities to determine their information and communication needs.

Worldpac Canada will ensure that our existing processes for receiving and responding to feedback are accessible to people with disabilities upon request. Worldpac Canada will provide or arrange for accessible formats and communication supports upon request. Feedback can be provided at any of our store locations in person, or by writing, phone, fax or email to:

Worldpac Canada  
Attention Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

1-800-463-8749

The Company's accessibility policy is available at [www.Worldpac.ca](http://www.Worldpac.ca)

Worldpac Canada will provide documents, or the information contained in documents, required to be provided under the Accessibility Standard for Customer Service, to a person with a disability in a format that takes the person's disability into account.

In further pursuit of our commitment to meeting the communication needs of people with disabilities, Worldpac Canada will ensure that, upon request, we will provide or arrange for the provision of publicly available information that is in respect of our goods, services or facilities in an accessible format and at a cost that is not more than that charged to others.

Worldpac Canada will take the following actions to achieve these goals:

1. Worldpac staff who receives the request will consult with the person making the request in a timely manner to determine the most appropriate accessible format or communication support, given the needs of the person, whether the content is convertible and Worldpac Canada's capability. Human Resources will provide support as necessary;
2. Providing the accessible format or communication support in a timely manner and at no additional cost; and
3. Notifying the public about the availability of accessible formats and communication supports.

**Information** in accessible formats and communication supports can be requested at any of our store locations in person, or by writing, phone, fax or email to:

Worldpac Canada Attention  
Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

Phone: 1-800-463-8749 The Company's accessibility policy is available at [www.worldpac.ca](http://www.worldpac.ca)

Worldpac Canada has enacted a process to provide its customers and clients with publicly available emergency procedures, plans or public safety information in an accessible way, and as soon as practicable upon request.

Worldpac Canada ensures that all websites and content conform with WCAG 2.0, Level AA.

### **III. Employment**

Worldpac Canada is committed to providing for fairness and accessibility across all stages of the employment life cycle, allowing employees to reach their full potential. Worldpac Canada will take the following actions to achieve these goals during the recruitment and assessment processes, and when employees are hired:

4. Notify the public and our staff that we will accommodate people with disabilities during the recruitment process;
5. Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be utilized;
6. Consult with job applicants who request accommodation to support them through the recruitment, selection and/or assessment process and take into account their needs, so that the accommodations provided are effective; and



7. Notify the successful applicant of Worldpac Canada's policies for accommodating our employees with disabilities.

Worldpac Canada informs employees of the policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability, by:

- On request, consulting with our employees with disabilities to determine those accessible formats or communication supports that may be of assistance in accessing workplace information, and how such individualized accommodation may be provided in order to perform one's job effectively, as well as general communiques and fact sheets/bulletins.
- Providing the information as soon as practicable after commencement of employment, and updating whenever there is a change to the policies.

Human Resources has developed and put in place a process for the creation of documented individual accommodation plans for those employees with disabilities. This process is implemented by:

1. Considering how employees with disabilities will participate in the development of their accommodation plan and what the plans may include;
2. Determining the means by which an employee is assessed on an individual basis;
3. Determining the manner by which Worldpac Canada can request an evaluation by an outside expert, at the company's expense, to determine if and how accommodation can be achieved;
4. Establishing the manner in which the employee can request the participation of a workplace representative in the development of the accommodation plan;
5. Establishing where the plans will be stored and what steps will be taken to protect the privacy of employee information;
6. Determining when and how the individual accommodation plans will be reviewed and updated;
7. Determining the manner in which reasons will be given when an accommodation plan is denied; and
8. Determining the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs

Individualized accommodation plans will include any:

1. Information regarding accessible formations and communication supports provided;
2. Individualized workplace emergency response information; and
3. Other accommodation that is to be provided.

Worldpac Canada has a documented return to work process in place for those employees that have been absent from work due to a disability and require disability-related accommodation in order to return to work. This process outlines the steps that WORLD PAC Canada will take to facilitate the return to work of the applicable employees and the use of individual documented accommodation plans.

Worldpac Canada ensures that it takes into account the accessibility needs of employees with disabilities (as well as their individual accommodation plans) when implementing its performance management process by:

1. Reviewing individual accommodation plans to understand employee needs and determine whether they should be adjusted to improve job performance;
2. Providing performance-management related documents in accessible formats; and
3. Providing informal and formal coaching and feedback in a manner that takes an employee's disability into account.

Worldpac Canada takes into account the accessibility needs of its employees with disabilities (as well as their individual accommodation plans) when providing career development, advancement, or redeployment. This may occur through the consideration of what accommodations employees with disabilities may need to succeed elsewhere within our organization, to take on new responsibilities in a current role, or when redeployment has become necessary. This accommodation for employees with disabilities is the responsibility of the employee's manager.

In pursuit of Worldpac Canada's commitment to providing fairness and accessibility across all stages of employment, Worldpac Canada has and continues to:

1. Provide individualized workplace emergency response information to our employees with disabilities, if the disability is such that the individualized information is necessary and Worldpac Canada is aware of the need for accommodation. The information will be provided as soon as practicable after the company becomes aware of the need for accommodation.
2. Review the individualized information when:
  - a. The employee changes location;
  - b. The employee's overall accommodation needs and/or plan are reviewed; or
  - c. The company's general emergency policies are reviewed.
3. With the employee's consent, provide the individualized information to designated persons if the employee requires assistance in emergency situations, and in a way that respects the privacy of the employee.

#### **IV. Customer Service**

Worldpac Canada is committed to ensuring that persons with disabilities are able to access its goods and services. As such, the Company has done the following:

- Developed, implemented and maintained policies governing the provision of the Company's goods and services to persons with disabilities.
- Provided training to Representatives on accessible customer service.
- In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, Worldpac will post a notice 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 or near the affected facility or service and/or through other means (e.g., website) where necessary.

### **OTHER ACCESSIBILITY MATTERS**

#### **I. Design of Public Spaces**

When developing or redeveloping any of its public spaces, the Company will adhere to Design of Public Spaces Standard to achieve compliance.

## **II. Existing Policies**

Worldpac Canada will continue to review any other existing policies should they require revisiting and/or modification to comply with the IASR.

## **ACHIEVEMENTS & PROGRESS**

---

Worldpac Canada has already taken a variety of strides to incorporate accessibility into aspects of its business and operations. We have achieved our goals on various fronts. Our accessibility plan will be updated at least every five (5) years, showing our progress and accomplishments as we pursue the core principles of dignity, independence, integration, and equal treatment.

### **I. General**

In pursuit of Worldpac Canada's commitment to ensuring accessibility, we have implemented this multi-year accessibility plan, which outlines our strategy to prevent and remove barriers and meet the requirements under the ISAR. We have posted this policy and accessibility plan on our website, and are able to provide the plan in an accessible format upon request. We have also complied with the Regulations regarding the following:

a. Kiosks

At this time, Worldpac Canada does not utilize kiosks. However, should the use of kiosks become a part of Worldpac Canada's business in the future, we will ensure that our employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

## **GOING FORWARD**

Worldpac Canada will endeavour to identify and remove accessibility barriers going forward. This accessibility plan will be reviewed and updated at least every five (5) years to ensure compliance with legislated deadlines, address existing accessibility barriers and plan for the removal and prevention of any future barriers.

## **CONTACT INFORMATION**

---

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

Worldpac Canada  
Attention Human Resources  
8399 George Bolton Parkway, Unit 1  
Bolton, Ontario  
L7E 4M2

Phone: 1-800-463-8749