

# ACCESSIBLE EMPLOYMENT POLICY

Policy Number	<b>HRCAN-179</b>
Policy Date	<b>January 1, 2017</b>
Replaces	<b>n/a</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

CARQUEST 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 CARQUEST 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 CARQUEST employees and job candidates. CARQUEST is committed to ensuring its recruitment process is accessible to any and all users during all stages of recruitment. Reasonable accommodations will be provided, upon request, to applicants with disabilities in order to facilitate equal opportunity throughout the recruitment and selection process.

### Accessible Formats and Communication Supports

CARQUEST 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, CARQUEST 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 takes into account 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 CARQUEST may be able to accommodate the disability. CARQUEST will consider the employee's proposals however, ultimately it is up to CARQUEST to determine what, if any reasonable accommodations will be provided, based on the documentation submitted by the employee and CARQUEST's operational needs.
- CARQUEST can, at its discretion, request an evaluation by an outside medical or other expert, at CARQUEST 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, CARQUEST will provide the employee with a copy of the IAP in a format which takes into account 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 CARQUEST receives information suggesting that the employee's disability-related needs have changed. If CARQUEST determines that accommodation is not required or if CARQUEST cannot accommodate the employee without undue hardship, the employee will be provided with the reasons for this decision.

### Workplace Emergency Response Information

CARQUEST 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 Coordinator, Morsal Ghafari, 416-679-3016 [Morsal.Ghafari@carquest.com](mailto:Morsal.Ghafari@carquest.com) so that CARQUEST can provide you with a personalized workplace emergency response plan, with your input and consent. CARQUEST 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 CARQUEST's general emergency policies are reviewed.

If you require assistance in emergency situations, CARQUEST 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, CARQUEST 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 HR CAN - 204 for our Return to Work program.**

## Performance Management, Career Development and Redevelopment

CARQUEST 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. CARQUEST 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, CARQUEST 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 **CARQUEST Canada's Human Resources Department** at:

CARQUEST Canada  
Attention Human Resources  
35 Worcester Road  
Rexdale, Ontario  
M9W 1K9

Phone: 1-416-675-2100 ext. 3016

Fax: 1-416-679-3070

Email: [hr-canada@carquest.com](mailto:hr-canada@carquest.com)

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