

ACCESSIBLE CUSTOMER SERVICE (ONTARIO ONLY) POLICY

Policy Number	<i>HRCAN-178</i>
Policy Date	<i>January 1, 2023</i>
Replaces	<i>December 31, 2012</i>
Issuing Authority	Human Resources
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1.0 PURPOSE & SCOPE

At CARQUEST Canada Inc. (“CARQUEST”), we are committed to serving all our customers with exceptional facilities, goods, and services. Making our facilities, goods, and services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our facilities, goods, and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our facilities, goods, and services and allowing them to benefit from the same facilities, goods, and services in the same place and in a similar way as other customers.

This policy establishes our commitment to accessible customer service under the Accessibility for Ontarians with Disabilities Act, 2005.

2.0 Application

The CARQUEST Accessible Customer Service Policy (“the Policy”) applies to all employees, managers, and customers of CARQUEST, and to any third parties (e.g., contractors) who are engaged to provide our facilities, goods, and services to the public on our behalf.

3.0 Communication

When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

4.0 Assistive devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our products and services. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our facilities, goods, and services. We will also ensure that staff knows how to use assistive devices that are available for customers on our premises.

5.0 Service animals and support persons

People with disabilities who are accompanied by a service animal are welcome on all parts of our facilities that are open to the public and other third parties. Customers may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access to our facilities, goods, and services. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.



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Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6.0 Notice of temporary disruption

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, CARQUEST 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.

7.0 Training for staff

We will provide training to all staff who provide a service on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices and procedures.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use various assistive devices available on our premises, if any
- What to do if a person with a disability is having difficulty in accessing our facilities and services
- CARQUEST's policies, practices and procedures relating to the customer service standard.

Feedback process

We welcome any feedback on our facilities, goods, and services from people with disabilities. Please send your comments to any store manager or at the following: HR-Canada@carquest.com or

CARQUEST Canada
Attn: Human Resources Department
8399 George Bolton Parkway
Bolton, Ontario L7E 4M2
Office: 905-291-5700: Fax: 905-291-5695

CARQUEST CANADA LTD



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We will consider your comments carefully. Customers can expect to hear back as soon as possible or within a reasonable period of time.

Note: copies of documents required under the Accessibility for Ontarians with Disabilities Act, 2005 are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.

