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Human Resources	Issued Date: November 11, 2013	
Accessibility (AODA) Policy		

Objective

Fleet Canada strives, at all times, to conduct its business in a way that respects the dignity and independence of persons with disabilities. Fleet Canada encourages equal opportunity for persons with disabilities, to integrate and have the same opportunity as others to access our facility. Similarly, customers, vendors, suppliers, visitors, contractors, job applicants, and employees are treated with the same respect when it comes to removing barriers that might impede one's entry to Fleet Canada. All Fleet Canada employees are committed to communicating with persons with disabilities in a way that takes into account each individual's needs.

Scope

This policy applies to all Fleet Canada Inc. employees, outlining the responsibilities of any employee who deals with customers, vendors, contractors, job applicants, visitors or any other persons who may have disabilities.

Definitions

DEFINITIONS for the purpose of this policy, the term “disability” includes:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a development disability;
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Assistive Devices

For the purpose of this policy, personal assistive devices are personal supports used by persons with disabilities that enable them to carry out their activities of daily living. These devices may be wheelchairs, walkers, canes, braces, crutches, respirators, oxygen tanks, hearing aids, symbol boards, small computers, pointing devices, amplification devices, magnification devices or alphabet boards.

- We are committed to serving persons with disabilities who use assistive devices.
- We will be flexible with people who use assistive devices within our facility and to those who need to access our goods.
- If determined that the assistive device used by a person may pose a risk to the Health and Safety of that person or others, alternatives or exceptions to the rule may apply.
- It is the responsibility of the person using the assistive device to ensure safety and control while using such device.

Service Animals

For the purposes of this policy, an animal is a service animal for a person with a disability.

- Service animals will be allowed access to the shop floor with prior notification to allow for special preparations.
- The service animal must be used for reasons that are related to his or her disability. The company may ask that the person with the disability provide a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.
- When on company property the service animal must be kept under control by the person with the disability at all times.

Support Persons

For the purpose of this policy, a support person may accompany a person with a disability in order to help with communication, mobility, personal care, medical needs or with access to goods. The person could be a paid personal support worker, a volunteer, a friend or a family member.

- All employees will communicate with persons with disabilities in a way that takes into account each person's disability.
- Where access to the company is permissible, persons with disabilities who are accompanied by a service animal or support person will be permitted to access the premises. Visitors will be accompanied by a member of management during the duration of their stay.

Disruption in Service

All efforts will be made to communicate, in advance, a disruption to our service elevator.

- The Maintenance will post a current or anticipated disruption of the elevator, noting the duration of the disruption and advise all managers of these details

Accessible Formats and Communication Supports

For the purpose of this policy, accessible formats include but are not limited to, large print, recorded audio and electronic formats. Communication supports include but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

- Unless deemed unconvertible, our company may provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.
- We will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability. The company reserves the right to determine the most suitable format to be provided given the circumstances.
- If it is determined, in consultation with the requesting party, that information or communications are unconvertible, we will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Emergency Procedures

Where required, Fleet Canada will develop individualized workplace emergency evacuation procedures for employees who have a disability. These plans will be created in consultation with the employee.

- With the employee's consent, Fleet Canada shall provide the emergency evacuation information to the person(s) designated by the employer to provide assistance.
- The emergency evacuation plan will be updated annually or if a new accommodation is required.
- Fleet Canada will provide individual workplace emergency response information to employees who have a disability as soon as practicable, as long as we are made aware of the need to accommodate the disability.
- Whenever possible, Fleet Canada may provide emergency response information in an accessible format to an external response team (police, fire, paramedics), upon request.

Employment

- Fleet Canada will notify candidates about the availability of accommodation for persons with disabilities throughout the recruitment process, including job postings. Where an accommodation is requested, we will consult with the applicant and provide or arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs.
- Successful candidates will be made aware of our policies for accommodating persons with disabilities. Every reasonable effort will be made to have such accommodations in place prior to their start date.
- Employees will be advised on our company's policies for accommodating employees with disabilities through crew-talks, bulletin boards, memos, staff meetings and one-on-one conversations, and we will do so as soon as practicable or whenever there is a change to our policies.
- Employees are encouraged to advise their manager or Human Resources of any accommodation needs. Fleet Canada will document individual accommodation plans for employees who require accommodation. These plans will include information regarding accessible formats and communication supports provided, individualized workplace emergency response information, and any other accommodation that is to be provided. All plans will be reviewed periodically or if there is a change in position.
- Fleet Canada will consider the accessibility needs of employees with disabilities when managing performance, and providing advancement opportunities.

Feedback Process

Fleet Canada has established a process for receiving and responding to feedback regarding the manner in which we provide a service to a person with a disability.

- All feedback responses will be handled by Human Resources and any investigation or actions to be taken will be completed in a timely and effective manner
- Feedback will permit individuals to respond in person, by telephone, in writing or by delivering an electronic text, as required.

Training

Training is a requirement established by the Accessibility for Ontarians with Disabilities Act. All employees and others who could reasonably be expected to interact with a person with a disability will be trained or as our policy changes to be in compliance with the Act.