



Canadian Tire Corporation, Limited Multi-Year Accessibility Plan

Who is Canadian Tire?

For purposes of this Accessibility Plan, "Canadian Tire" means Canadian Tire Corporation, Limited and its family of companies including Canadian Tire Financial Services Limited, Canadian Tire Bank, Canadian Tire Real Estate Limited, Mark's Work Wearhouse Limited (Mark's), FGL Sports Ltd. (FGL), Canadian Tire Petroleum and PartSource. Canadian Tire also includes any successors or subsidiaries of the above-listed companies.¹

Background

The *Accessibility for Ontarians with Disabilities Act (AODA)* was adopted in 2005 with a goal of making Ontario completely accessible for individuals with disabilities by 2025. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards in 5 areas: (1) Customer Service; (2) Information and Communications; (3) Employment; (4) Transportation; and (5) the Design of Public Spaces.

Canadian Tire is committed to eliminating barriers and improving accessibility for persons with disabilities and to providing goods and services in a way that respects the dignity and independence of people with disabilities. In 2012 we implemented an Accessible Customer Service Policy to ensure that people with disabilities are given the same opportunity to access and benefit from our goods and services, in the same place and in a similar way as other customers.

The *Integrated Accessibility Standards Regulation ("IASR")* under AODA, which incorporates the remaining 4 accessibility standards, requires us to establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities through the requirements under the IASR.

The following accessibility standards are applicable to Canadian Tire under the IASR:

1. General Requirements
2. Information and Communications
3. Employment

¹ Canadian Tire stores and certain Mark's and FGL stores are owned and operated by independent dealers or franchisees. Canadian Tire gas bars are operated under license by independent retailers. As independent businesses, these dealers, franchisees, and retailers are responsible under applicable laws for adopting their own accessibility plans that are consistent with this plan.

4. Design of Public Spaces

In accordance with the IASR, Canadian Tire will:

- Establish, review and update this Accessibility Plan
- Post this Accessibility Plan on Canadian Tire's public website at www.canadiantire.ca
- Provide this Accessibility Plan in an accessible format, upon request
- Review and update this Accessibility Plan at least once every 5 years

Purpose

The purpose of this Accessibility Plan is to outline Canadian Tire's strategy to prevent and remove barriers to address the current and future requirements set out under the IASR.

Integrated Accessibility Standards Regulation

General Requirements

Training

Commitment:

We are committed to implementing a process to ensure that all employees, volunteers, third party contractors who provide goods, services and facilities on behalf of Canadian Tire, and persons participating in the development and approval of Canadian Tire's policies, are provided with appropriate training on the requirements of the IASR and on the *Ontario Human Rights Code* as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Planned Action:

In addition to the training we provide to our employees under the *Accessibility Standard for Customer Service*, we will provide training to our employees, volunteers, persons who participate in developing the organization's policies and other staff members who provide goods, services or facilities on behalf of Canadian Tire on the requirements of the *Integrated Accessibility Standards Regulation* and on the *Human Rights Code* as it relates to persons with disabilities. Training will be provided in a way that best suits the individual's actual duties.

We will complete the required training of our employees, volunteers, persons who participate in developing the organization's policies and other staff members by **January 1, 2015**. In order to meet this obligation, we will:

- Develop appropriate training content.
- Deliver training throughout 2014.
- Maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Self-Service Kiosks

Commitment:

We are committed to eliminating barriers and improving accessibility for persons with disabilities and to providing goods and services in a way that respects the dignity and independence of people with disabilities.

Actions Taken:

Should we design, procure or acquire any self-service kiosks on or after **January 1, 2014**, we will have regard to the accessibility for persons with disabilities. We will ensure that any employees involved in the procurement or acquisition are apprised of the need to consider accessibility features in choosing the appropriate self-service kiosk.

Information and Communication Standards

Commitment:

We are committed to making company information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the Information and Communication Standard to ensure that our information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Actions Taken:

1. Emergency Procedure, Plans or Public Safety Information

Effective **January 1, 2012**, public safety information that is prepared by Canadian Tire and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Planned Actions:

1. Accessible Websites and Web Content

Should we launch a new internet website or significantly refresh an existing internet website on or after **January 1, 2014**, we will ensure that the website and all content on that website that has been posted since January 1, 2012, conforms to the Web Content Accessibility Guidelines 2.0, Level A.

In order to ensure all of our internet websites, and all content posted on those websites since January 1, 2012, conforms to the WCAG 2.0 Level AA by **January 1, 2021** we will:

- Audit all websites and content for Level AA compliance.
- Implement the necessary changes to bring the websites and web content into conformance with applicable Level AA requirements.

2. Feedback

We will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- We will identify all existing feedback processes and will review those processes for accessibility.
- Should any barriers to accessibility be identified we will take steps to remove those barriers prior to January 1, 2015.

3. Accessible Formats and Communication Supports

We will ensure that all of our publicly available information is made accessible upon request by **January 1, 2016**. Where a request for an accessible format or for communication supports is received, we will:

- Consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support.
- Provide the requested information in a timely manner.
- Provide the information at regular cost (if any).

Employment Standards

Commitment:

We are committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Actions Taken:

The following measures were implemented effective **January 1, 2012**:

1. Workplace Emergency Response Information

In situations where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information are provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability. These individualized emergency response plans are:

- Communicated to the employee's respective manager and Safety personnel, where the employee's consent has been obtained, and on an as needed basis.
- Reviewed and assessed on an ongoing and regular basis to ensure that accessibility issues are addressed.

Planned Action:

The following measures will be implemented effective **January 1, 2016**:

1. Recruitment General

We will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes.
- Specifying that accommodation is available for applicants with disabilities on job postings.

2. Recruitment, Assessment and Selection

We will 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 and processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes.
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs.

3. Notice to Successful Applicants

When making offers of employment, we will notify the successful applicant of our policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes.
- Inclusion of notification of Canadian Tire's policy on accommodating employees with disabilities in offer of employment letters.

4. Informing Employees of Supports

We will inform all employees of policies that 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 a disability. This will include:

- Informing current employees and new hires of Canadian Tire's policies supporting employees with disabilities.
- Providing information under this section as soon as practicable after the new employee begins employment.
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability.

5. Accessible Formats and Communication Supports for Employees

Where an employee with a disability so requests it, we will provide or arrange for provision of suitable accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job.
- Information that is generally available to employees in the workplace.

In order to meet this obligation, we will consult with the requesting employee to determine the suitability of an accessible format or communication support.

6. Documented Individual Accommodation Plans/Return to Work Process

Our existing processes include steps that we will take to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

We will review and assess the existing processes to ensure that they include a method for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

We will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- The manner in which the employee requesting accommodation can participate in the development of the plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which we can request an evaluation by an outside medical or other expert, at Canadian Tire's expense to assist us in determining if and how accommodation can be achieved.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- If individual accommodation plans are established, ensure that they include:
 - Individualized workplace emergency response information.
 - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - Information that is needed in order to perform the employee's job.

- Information that is generally available to employees in the workplace.
- Any other accommodation that is to be provided to the employee.

7. Performance Management, Career Development and Redeployment

We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using our performance management process in respect of employees with disabilities;
- When providing career development and advancement to our employees with disabilities;
- When redeploying employees with disabilities.

In order to meet this obligation, we will review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR.

Design of Public Spaces Standards

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Canadian Tire will meet these standards by **January 1, 2017**.

For more information

For more information on this Accessibility Plan, or for a copy of this plan in an accessible format, please contact Canadian Tire by any of the following means:

By telephone: English: 1-800-387-8803
 French: 1-800-565-3356

By email: customerservice@cantire.com

By regular mail: Please forward your comments & questions to the following address:

PO Box 2000, Station Main
Welland, ON
L3B 5S3