

Subject: Customer Accessibility for Ontarians with Disabilities Act Policy (HS 4B)	
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Customer Accessibility for Ontarians with Disabilities Act Policy

Intent

Canusa Automotive Warehousing Inc.'s ("Canusa" or the "Company") *Customer Accessibility for Ontarians with Disabilities Act (AODA) Policy* is intended to create and maintain a safe and dignified environment for everyone. This policy meets the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). These requirements do not apply to individual goods but rather to the provision of goods and services to the public or other third-party companies.

Scope

This policy applies to all individuals who work at Canusa Automotive Warehousing Inc., including full-time and part-time employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers and directors. It also applies to any customers, visitors or other people accessing Canusa's property.

This policy applies to the provision of goods and services at premises owned and operated by Canusa. This includes circumstances in which the provision of goods and services occurs off the premises of Canusa, such as delivery services and drivers.

Statement of Commitment

Canusa is committed to creating accessible workplaces and Auto Parts Centres (APC) store locations, and ensuring a safe, respectful and welcoming environment for everyone. The Company will ensure equal access and participation for people with disabilities, allowing individuals to maintain dignity and independence.

Canusa believes in integrating and meeting the needs of individuals with disabilities in a timely manner. Accommodations will be made by removing and preventing barriers to accessibility and meeting the accessibility requirements under Ontario's accessibility laws. The Company regularly reviews policies, procedures, plans and training programs to ensure all employees are knowledgeable in how to properly assist individuals with disabilities when necessary.

Definitions

Accommodation: the removal of obstacles and barriers to accessibility for customers in a manner that preserves personal dignity. Accommodation may be temporary or permanent

Disability: as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and the Code:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- A condition of mental impairment or a developmental 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
- An injury or disability for which benefits have been claimed or received under the *Workplace Safety and Insurance Act, 1997* (WSIA)

Assistive Device: a technical aid, communication device or another instrument that is used to maintain or improve the functional abilities of individuals with disabilities. Personal assistive devices typically assist individuals with disabilities with hearing, seeing, communicating, moving, breathing, remembering or reading. Examples of assistive devices include but are not limited to a wheelchair, walker or personal oxygen tank (this list is non-exhaustive)

Guide Dog: a highly trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for individuals who are visually impaired

Service Animal: as defined in *Ontario Regulation 429/07* under the AODA, an animal is considered a service animal for an individual with a disability if:

- It is readily apparent that the animal is used by the individual for reasons relating to a disability
- If the individual has a letter from a healthcare professional stating the requirement to have the animal present for reasons relating to a disability

Support Person: as defined in *Ontario Regulation 429/07* under the AODA, another person, in relation to the individual with a disability, who accompanies the individual to help with communication, mobility, personal care, medical needs or access to goods and services

Undue Hardship: may occur where it is established that no forms of appropriate accommodation exist, where the creation of accommodation would cause excessive costs for the organization, or where the accommodation would create a health and safety hazard

Training

All employees will receive training on the *Accessibility for Ontarians with Disabilities Act* (AODA) at the time orientation is completed. This training must be reviewed regularly, and repeated as needed, or as the procedure changes. Training records will be maintained by the Human Resources Department.

As reflected in the *Ontario Regulation 429/07* under the AODA, regardless of the format, training will cover the following content:

- A review of the purpose of the AODA
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*

- Instructions on how to interact and communicate with individuals with various types of disabilities
- Instructions on how to interact with individuals with disabilities who:
 - use assistive devices
 - require the assistance of a guide dog or service animal
- Instructions on how to use equipment or devices that are available at our premises or that are provided to aid individuals with disabilities
- Instructions on what to do if an individual with a disability has difficulty accessing a service or good offered by the Company

Guidelines

Duty to Accommodate

Canusa will work with the individual who requested the accommodation to ensure that the measures taken are effective and mutually agreeable. Canusa will accommodate customers up to the point of undue hardship.

Provision of Goods and Services

All goods and services provided by Canusa shall follow the principles of dignity, independence, integration and equal opportunity.

Canusa demonstrates a commitment to accommodate individuals with disabilities by:

- Ensuring that all customers receive the same value and quality of goods and services
- Allowing customers with disabilities to act independently in a way that works best for the individual while accessing goods and services if it does not present a safety risk to other customers or workers
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner to other customers
- Considering individual needs when providing goods and services
- Communicating in a manner that considers the customer's disability

Assistive Devices

Individuals with disabilities may use assistive devices as required when accessing goods or services provided by Canusa.

In the event that an assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access to goods and services.

Examples of assistive devices that may present a safety concern or where accessibility may be an issue include:

- Individuals with an oxygen tank are not permitted in close proximity to an open flame or ignition source, in which case the individual will be assisted in a location that would be considered safe for all parties

- Individuals who require devices for the purpose of mobility and where an elevator is not present in the building will be accommodated by providing service in a location that meets the needs of the customer

Guide Dogs and Service Animals

Customers with a disability who are accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. This applies to premises owned and operated by Canusa and in which the provision of goods and services takes place on the premises. “No Pets” policies do not apply to guide dogs or service animals.

If health and safety concerns become apparent regarding a guide dog or service animal (e.g. an allergy to the animal), Canusa will make all reasonable efforts to meet the needs of all individuals involved.

Recognition of Guide Dogs and Service Animals

If it is not readily apparent that the customer is using an animal for reasons related to a disability, Canusa may request verification from the customer.

Verification may include:

- A valid identification card signed by the Attorney General of Canada
- A certificate of training from a recognized guide dog or service animal training school
- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability

Care and Control of the Animal

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Support Persons

If a customer with a disability is accompanied by a support person, Canusa will ensure that both individuals are able to enter the premises together and that the customer is not prevented from accessing the support person at any time.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Canusa. In the event of any temporary disruptions to facilities or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in a situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- The reason for the disruption
- Anticipated duration
- A description of alternative services or options

When disruptions occur, Canusa will provide notice by posting notices in conspicuous places, including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption, on the Canusa website, or by any other method that may be reasonable under the circumstances.

Notice of Availability and Format of Documents

Canusa shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Canusa, Canusa's website or any other reasonable method.

Communication

Canusa's goal is to meet and exceed the expectations of individuals with disabilities. In the event that the customer requesting accommodation feels that the needs have not been met in a reasonable manner, a written complaint may be submitted to the Human Resources Department (hr@canusa-apc.com) outlining the customer's concerns and suggestions for improvement.