

	<b>Integrated Accessibility Standards Policy Ontario</b>
New Canadian Policy	Date Revised: Oct 4, 2023
Functional Area: Canadian Operations - Employment (Ontario)	Document No.: Appendix

## 1. PURPOSE

- 1.1 In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) aims to create a more accessible Ontario by identifying and, to the extent possible, eliminating barriers experienced by people with disabilities.
- 1.2 The *Integrated Accessibility Standards Regulation* (the “**IASR**”), enacted under the AODA, sets out obligations with respect to accessibility standards, in addition to certain general requirements. 7-Eleven Canada, Inc. (“**7-Eleven Canada**”) is committed to meeting its obligations under the IASR.
- 1.3 7-Eleven Canada is further committed to ensuring that every Ontario employee receives equitable treatment with respect to employment, without discrimination, and receives accommodation in a timely manner where required, in accordance with the provisions of the Ontario *Human Rights Code* and the AODA and its regulations.

## 2. APPLIES TO

- 2.1 This policy applies to 7-Eleven Canada’s operations in Ontario and to all of 7-Eleven Canada’s personnel, as defined below, who perform services for 7-Eleven Canada in the Province of Ontario.

## 3. POLICY OVERVIEW

- 3.1 7-Eleven Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. 7-Eleven Canada believes in integration and equal opportunity. 7-Eleven Canada is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

## 4. POLICY

### 4.1 GENERAL STANDARDS

- 4.1.1 **Training Personnel and Other Persons.** 7-Eleven Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to:

- all of 7-Eleven Canada's personnel (including paid and unpaid, full-time and part-time, and contract positions);
- all persons who participate in developing 7-Eleven Canada's policies; and,
- all other persons who provide goods, services or facilities on 7-Eleven Canada's behalf.

The training will be appropriate to the duties of the personnel and such other persons. Personnel and such other persons will be trained when changes are made to 7-Eleven Canada's Integrated Accessibility Standards Policy. New personnel and such other persons will be trained as soon as practicable.

## **4.2 INFORMATION AND COMMUNICATIONS STANDARDS**

**4.2.1 Feedback.** 7-Eleven Canada will ensure that 7-Eleven Canada's process for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. 7-Eleven Canada will notify the public about the availability of accessible formats and communication supports.

**4.2.2 Accessible Formats and Communication Supports.** Upon request, 7-Eleven Canada will provide, or will arrange to provide, accessible formats and communication supports for persons with disabilities in connection with their communications with 7-Eleven Canada or when accessing publicly available information or documents from 7-Eleven Canada. 7-Eleven Canada will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. 7-Eleven Canada will consult with the person making the request in determining the suitability of an accessible format or communication support. 7-Eleven Canada will also notify the public, via the Multi Year Accessibility Plan posted to its website, about the availability of accessible formats and communication supports.

## **4.3 EMPLOYMENT STANDARDS**

**4.3.1 Workplace Emergency Response Information.** 7-Eleven Canada will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if 7-Eleven Canada is aware of the need for accommodation due to the employee's disability. 7-Eleven Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, 7-Eleven Canada will, with the employee's consent, provide the workplace emergency response information to the person 7-Eleven Canada has designated to provide assistance to the employee.

7-Eleven Canada will review the individualized workplace emergency response information when the employee moves to a different location

in the organization, when the employee's overall accommodation needs or plans are reviewed and when 7-Eleven Canada reviews its general emergency response policies.

- 4.3.2 Recruitment, Assessment or Selection Process.** 7-Eleven Canada will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. 7-Eleven Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, 7-Eleven Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- 4.3.3 Notice to Successful Applicants.** When making offers of employment, 7-Eleven Canada will notify the successful applicant of its policies for accommodating employees with disabilities.
- 4.3.4 Informing Employees of Supports.** 7-Eleven Canada will inform its employees of its policies (and any changes to those policies) used to support employees with disabilities. 7-Eleven Canada will provide these policies to new employees as soon as practicable after commencing employment.
- 4.3.5 Accessible Formats and Communication Supports for Employees.** Upon the request of an employee with a disability, 7-Eleven Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, 7-Eleven Canada will consult with the employee making the request.
- 4.3.6 Performance Management, Career Development and Advancement & Redeployment.** 7-Eleven Canada will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement to employees, or when redeploying employees.
- 4.3.7 Individual Accommodation Plan.** 7-Eleven Canada is committed to providing accommodations for people with disabilities. The Company has set out a process for when an employee with a disability requests an accommodation. 7-Eleven Canada will notify all new and existing employees of the process for requesting accommodation related to a disability.
- 4.3.8 Return to Work Process.** 7-Eleven Canada is committed to supporting employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work ("RTW"). As a result, 7-Eleven Canada has implemented a RTW process

to facilitate an employee's safe and timely return to work. 7-Eleven Canada will notify all new and existing employees of the RTW process.

#### **4.4 CUSTOMER SERVICE STANDARDS**

**4.4.1 Accessibility of Services.** 7-Eleven Canada strives to communicate with customers with a disability in a manner that takes into account both the customer's disability and the customer's preferred method of communication. To the extent possible, upon request, 7-Eleven Canada will provide all published information or communications for its customers in accessible formats or electronic/digital formats that facilitate conversion of the information or communication into an accessible format. 7-Eleven Canada will allow customers with a disability, where possible, to use their own assistive devices. Where a barrier prevents the use of an assistive device, 7-Eleven Canada will endeavor to remove the barrier or make best efforts to accommodate the customer by an alternative means. 7-Eleven Canada will allow customers with a disability to be accompanied by a service animal and to keep the service animal with them on 7-Eleven Canada's premises, unless excluded by law. 7-Eleven Canada will allow customers with a disability to be accompanied by a support person and will ensure the customers have access to their support person while on 7-Eleven Canada's premises.

**4.4.2 Notice of Temporary Service Disruptions.** 7-Eleven Canada will notify customers if there is a planned or unexpected disruption of a facility or service that customers with a disability usually use to access their services.

**4.4.3 Training and Records.** 7-Eleven Canada will provide training, and ongoing training as required under the AODA, to all of the Company's personnel to whom the Customer Service Standard Policy applies as well as to those persons charged with developing the Customer Service Standard Policy and related procedures and practices. Training will be provided to all of 7-Eleven Canada's personnel to whom the Customer Service Standard Policy applies after their start date with 7-Eleven Canada.

**4.4.4 Feedback.** 7-Eleven Canada will provide, or arrange to provide, a feedback process in accessible formats and communication supports, on request. 7-Eleven Canada will maintain a number of channels through which customers can provide their feedback, including electronically, in writing and in person. 7-Eleven Canada will strive to respond to all feedback received as soon as practicable.

**4.4.5 Notice of Availability of Documents.** 7-Eleven Canada will make its Customer Service Standards Policy available to the public and its customers upon request. 7-Eleven Canada will notify the public and its customers on its website that the Customer Service Standards Policy is available upon request.

## **4.5 CONTACT FOR QUESTIONS**

- 4.5.1** This Integrated Accessibility Standards Policy exists to ensure accessible service excellence to customers and employees with disabilities. Enquiries, questions or complaints in regards to this Integrated Accessibility Standards Policy should be referred to: your local HR Business Partner: Greg Cruickshank by telephone at: 604-586-1606, or by email to: [Greg.Cruickshank@7-11.com](mailto:Greg.Cruickshank@7-11.com)

## **5. PROCEDURE**

- 5.1** Company employees and personnel are required to follow all procedures as set out in 7-Eleven Canada's Ontario accessibility policies and forms.

## **6. DEFINITIONS**

- 6.1** Barrier. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- 6.2** Disability. Disability means: (a) 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; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario *Workplace Safety and Insurance Act, 1997*.
- 6.3** Employee. An employee of 7-Eleven Canada in Ontario, whether engaged on a full-time, part-time, temporary or casual basis.
- 6.4** Personnel. All of 7-Eleven Canada's employees, contractors and volunteers in Ontario.

## **7. EXCEPTIONS**

- 7.1** This Policy applies in Ontario (Canada) only.

## **8. RELATED POLICIES**

- 8.1** AODA Customer Service Standards Policy.

**8.2** AODA Employment Standards Policy.

**8.3** Integrated Accessibility Standards Policy

## **9. FORMS**

None.

## **10. REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Owner</b>	<b>Reviewer(s)</b>	<b>Revision Reason</b>
	March 6, 2023	Human Resources	Legal Counsel	Preparing updated Canadian policy.

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