



## **Convoy Supply LTD Workplace Accommodation Policy**

### **Purpose**

Convoy Supply LTD (the Company) is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which considers the person's disability and embodies the principles of integration and equal opportunity. Accommodation will be provided in accordance with the principles of dignity, inclusion, and with consideration to the needs of the team member. We will work cooperatively and in a spirit of respect with all partners in the accommodation process.

We are committed to treating all team members in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the applicable legislation.

### **Scope**

This Policy applies to all team members at all properties owned or operated by Convoy Supply LTD whose terms and conditions of employment are not governed by a collective agreement.

### **Policy Review**

Convoy Supply has the right to modify, terminate, or replace this policy in its sole discretion. This policy will be updated as necessary to stay current and consistent with the Company's ongoing assessment of prevailing risks and site conditions, including operational and business requirements, and all applicable laws.

### **Definitions**

**Accessibility:** Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities.

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier
- an architectural barrier
- an informational or communications barrier
- an attitudinal barrier
- a policy, practice, and procedure barrier

**Disability:** “Disability” covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. The definition of disability is subject to provincial human rights legislation and applicable accessibility legislation.

**Duty to Accommodate:** This term describes the legal obligation to address or correct situations of discrimination by providing reasonable accommodation. A duty to accommodate is part of the Company’s larger duty to not discriminate. Duty to accommodate means accommodation must be provided in a manner that respects general principles such as dignity of the person, consideration to the needs of the individual, integration, and full participation. Where the duty exists, it requires only that a “reasonable accommodation” be made and only to the point of “undue hardship”.

### **Requesting Accommodation**

A request for accommodation may be made by a team member or identified by a team member’s manager, and in each instance the request should be made to the site Human Resources team. At that time, Human Resources will consult with the team member to determine the appropriate accommodation. The company shall provide or arrange for accommodation for persons with disabilities in a timely manner that considers each person’s accessibility needs. Please note that the company does not have all types of formats or supports on hand or in stock. Some services may require additional time to secure. However, the company will keep team members updated on their specific accommodation request. Accessible and alternative formats of documents will be provided, as applicable.

The Company reserves the right to require further supporting documentation, at the Company’s expense. This may include but is not limited to a formal needs assessment by a qualified medical practitioner, or other trained professional, or an independent medical examination at the Company’s discretion.

### **Individual Accommodation Plan**

After identifying the most appropriate accommodation(s), the details will be documented in a written plan including:

- what accommodation(s) will be provided
- how to make information accessible to the team member, including accessible formats and communication supports, if required
- Individual Team Member Emergency Response plan, if required
- when the plan will be reviewed and updated

Human Resources will provide the team member with a copy of the individual accommodation plan, or written reasons for denying accommodation(s).

### **Monitor and Update the Individual Accommodation Plan**

If the accommodation is no longer appropriate, the team member and Human Resources will reassess and update the plan. The accommodation plan will also be reviewed and updated when:

- the team member’s work location or position changes, or
- the nature of the team member’s disability changes

## Return to Work Process

If a team member is absent from work due to a disability and requires disability-related accommodation(s) to return to work, the process is the following:

1. Team member who requires disability-related accommodation(s) informs their manager/supervisor, who will work collaboratively with site Human Resources to obtain the necessary functional information from their attending medical practitioner.
2. Human Resources will write the individual accommodation plan, as indicated above, and will provide a copy to the team member and their manager/supervisor.
3. The individual accommodation plan will be reviewed and monitored as indicated above.

## Privacy and Confidentiality

We acknowledge that requests for accommodation may require the disclosure of private, sensitive, and personal information. The Company will maintain the confidentiality of information related to an accommodation request and will only disclose this information with the consent of the team member requiring accommodation.

## Examples of Accommodation

**Wheelchair Accessibility:** The Company ensures that its properties and offices are wheelchair accessible.

**Alternative Formats/Assistive Technology:** The Company may provide documents and reports in a variety of formats upon request, such as large print, Braille, or another reasonable format.

**Sign Language:** The Company will arrange and cover the costs for a Sign Language interpreter if required. Please give as much advanced notice as possible as arrangements for interpreters can take between two weeks to a month.

**Languages:** The Company provides communications in English. Any requests will be responded to in English. Any party who requires the assistance of an interpreter in a language other than English, ASL or LSQ, must arrange for an interpreter at their own expense.

**Service Animals:** The Company welcomes service animals including guide dogs. When we cannot easily identify that an animal is a service animal, the team member may be asked to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

**Communication Disability:** If a team member has a disability that makes it difficult for them to understand speech, or difficult for them to speak, they are supported to:

- Ask the person with whom they are speaking to speak slowly.
- Ask the person with whom they are speaking to write down some key points to take with them.
- Arrange for a Communication Intermediary to provide support.

**Reading:** If a team member has a disability that makes it difficult for them to read or understand printed materials, they can ask to have documents read and explained to them by their manager or a member of the Human Resources team or provided to them in an alternative format including but not limited to an audio recording.

**Organizational Difficulties:** If organizational difficulties are part of a team member's disability, they can ask for help putting their documents together in an order that would assist them. If a team member has difficulty organizing their thoughts, the Company will work with the team member to provide a reasonable accommodation.

**Alternative Formats and Assistive Devices:** The Company will provide documents in alternative formats upon request. The length of time that it takes to prepare the alternative format will vary depending on the length of the document. If necessary, alternate service methods may also be made available to accommodate individual needs including but not limited to assistive listening devices (please note this accommodation would need to be arranged in advance).

Please note this list is not exhaustive and reasonable accommodations will be considered individually on a case-by-case basis.

If it is not possible to provide your preferred disability-related accommodation, we will work with you to explore different options. In some cases, we will request information about your disability so that we can better understand your needs.

### **Questions**

If you have any questions about this policy or requesting an accommodation, please discuss with your manager, a member of your Human Resources team or email [ssundar@convoy-supply.com](mailto:ssundar@convoy-supply.com)