



Accessibility Policy & Multi-Year Plan for Reliable Parts Ltd., Ontario

Statement of Commitment

We are committed to provide goods and services in a way that respects the dignity and independence of people with disabilities. Our goal is to ensure accessibility for our employees and the public we serve in our facilities and services. Reliable Parts believes in integration as well as equal opportunity, and we are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in similar way as other Customers.

Policies

Reliable Parts has implemented a **Customer with Disabilities** policy that applies to all Stores in Ontario to ensure that the goods and services that are provided to people with disabilities respect the dignity and independence of people with disabilities.

Reliable Parts has also implemented an **Employee with Disabilities** policy that ensures we are identifying and accommodating existing employees with disabilities, promoting equal opportunity hiring, and removing all barriers in the workplace.

Reliable Parts ensures that all Employees in Ontario are trained on our policies and procedures. Please refer to below "Training" for further information.

Training

Reliable Parts has provided to all its employees a computer-based training about customers with disabilities, and we will ensure that the training always remains current. Reliable Parts will provide training to employees on applicable accessibility laws and on human rights legislation as it relates to people with disabilities. This training will be updated and provided on an on-going basis.

Individuals with the following position will be trained:

- Sales Associates
- Store Assistance Managers
- Store Managers
- Call Centre Employees
- Supervisors
- Customer Services Representatives
- All other Employees who have contact with our customers

The Training will include the following:

- The purpose of AODA, and the requirements of the Customer Services standard.
- How to interact and communicate with people with disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our goods and services.
- Reliable Parts policies, practices and procedures relating to the Customer Service standard.

Information and Communications

When communicating with customers with disabilities, we shall do so in ways that considers their disability. Reliable Parts employees will be trained on how to interact and communicate with people with various types of disabilities in ways that will be best meet their needs.

Call Centers and Counter Staff:

We are committed to providing accessible telephone services to our customers. We will train our staff to communicate with customers over the phone in clear language and to speak clearly in slowly.

We will offer to communicate with customers by email or other means if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices, Service Animals and Support Persons:

We are also committed to serving persons with disabilities who use assistive devices, service animals and support persons.

Employment

Reliable Parts is committed to fair and accessible employment practices.

Reliable Parts is an equal opportunity employer and does not discriminate based on any individual with a disability. We will also continue to accommodate people with disabilities during the stages of employment such as: recruitment, assessment and hiring process. Reliable Parts will continue to review our policies, job descriptions, processes, and communication to ensure that current integrated accessibility standards are achieved.

Reliable Parts will develop or revise as required individual accommodation plans and return to work policies for employees who have been absents due to disability.

Design of Public Spaces

Reliable Parts is committed to meeting the accessibility standards for the design of public spaces when building and/or making major modifications to public spaces which can include but is not limited to accessible parking, accessible entrances, accessible washrooms, and services related elements like service counters.

Feedback

Our goal is to meet or surpass customer expectations. Achieving this goal includes serving Customers with disabilities. Comments on how those expectations are being met are welcomed and appreciated. This feedback will be used to monitor and improve Reliable Parts customer service. You can expect to hear back from us withing five business days.

Contact us

For feedback or more information on this accessibility plan, please contact us at:

- Toll-free: 1-855-602-4801 or 1-416-554-6773
- In person at any of our Ontario locations
- Retail Web: www.reliableparts.ca
- Email: aoda.on@reliableparts.com
- Mail: (Care of AODA.ON) 1040 Meyerside, Mississauga, ON L5T 1J4

Accessible formats of this document are available free upon request.

Multi-Year Plan Summary

2021

1. Post accessibility commitment and policy.
2. Post multi-year plan.
3. Post contact and feedback options.
4. Provide AODA training for staff.
5. Provide comprehensive emergency and accommodation plans.

PENDING

1. Develop and post emergency/safety procedures and plans.
2. Develop additional accessible formats.
3. Develop additional communication supports.

