



## **Accessibility for Ontarians with Disabilities Act (AODA)**

### **Lowe's Canada Multi-Year Accessibility Plan**

The **Accessibility for Ontarians with Disabilities Act, 2005** ("The Act") requires that, effective **January 1, 2015**, under the Integrated Accessibility Standards Regulations, Lowe's Canada establish, implement, maintain and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

Lowe's Canada is committed to our multi-year accessibility plan, outlined below, that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that Lowe's Canada will put in place to improve opportunities for all.

Our accessibility plan is posted on our Lowe's Canada corporate website and will be provided in an accessible format upon request.

Lowe's Canada will review and update our accessibility plan at least once every five years.

### **Customer Service Standard**

Lowe's Canada has been in compliance with the *AODA* Accessible Customer Service Standard since **January 1, 2012** and will continue to comply with that regulation.

### **Workplace Emergency Response Information**

Lowe's Canada is committed to providing individualized workplace emergency response information to our employees who have a disability, if the disability is such that the individualized information is necessary and we are aware of the need for accommodation due to the employee's disability. Lowe's Canada has established a process to encourage employees to provide details of accommodation to the company so that emergency response requirements can be met.

### **Customer Service Policy**

Lowe's Canada developed and implemented our Lowe's Accessible Customer Care Policy. The policy is posted on our Lowe's Canada corporate website and will be provided in an accessible format upon request.

### Customer Service Training

Lowe's Canada developed and implemented a training program for employees who deal with Customers on behalf of Lowe's Canada and those involved in the development of policies, procedures and practices pertaining to the provisions of goods and services to our customers. Our Customer Service training program includes:

- o Review of the purposes of the Act and requirements of the Customer Service Standard;
  - o Instruction on how to interact and communicate with people with various types of disabilities;
  - o Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
  - o Instruction on how to use equipment or devices available at your premises or that you provide otherwise, that may help people with disabilities access your services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology;
  - o Instruction on what to do if a person with a disability is having difficulty accessing your services.
- Training will be provided to each person as soon as practical after being assigned the applicable duties.
  - Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.
  - Lowe's Canada will keep a log of all the training it provides, documenting who was trained, on what and when.

### Integrated Accessibility Standards

The Integrated Accessibility Standard combines standards relating to Information, Communication and Employment.

### Information & Communications Standard

Lowe's Canada is committed to making company information and communications accessible to persons with disabilities. Lowe's Canada will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

### Feedback, Accessible Formats & Communication Supports:

Lowe's Canada is committed to providing high quality goods and services to all of its customers. We welcome feedback from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. Feedback may be provided verbally, in writing, in electronic format, or through other methods, using the contact information outlined in the Customer Feedback section of the policy posted on our website (Lowe.ca). If an individual wishes to be contacted about their feedback, he or she must provide his or her name and contact information.

Lowe's Canada will provide information and communicate in an accessible manner about our goods, services or facilities to people with disabilities, upon request. The information will be provided in a timely manner and at a cost that is no more than the regular price charged.

### **Planned Action:**

The following measures will be/ have been implemented by Lowe's Canada to meet the **January 1, 2015** deadline:

- Lowe's Canada has made our processes for receiving and responding to feedback available to people with disabilities in accessible formats or with appropriate communication supports, upon request.
- Documentation that describes our accessibility commitments will be maintained on Lowe's Canada's website and provided to individuals, upon request, in a format that takes into account their disability and is mutually agreed upon with Lowe's Canada and the person requesting the documentation.
- Lowe's Canada will address complaints that arise through the feedback process in a timely manner.

### **Accessible Websites & Web Content:**

Lowe's Canada will commit to making our internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increasing to Level AA, in accordance with the schedule set out in the Integrated Accessibility Standard.

Web Content Accessibility Guidelines (WCAG) 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities.

### **Planned Action:**

The following measures have been implemented by Lowe's Canada to meet the **January 1, 2014** and **January 1, 2021** deadlines:

- Our Canadian internet websites and web content will be assessed and evaluated for accessibility to ensure conformance with the WCAG 2.0 Level A requirements to meet the **January 1, 2015** deadline.
- We will have plans in place to further assess and evaluate for accessibility to ensure conformance with the WCAG 2.0 Level AA requirements by **January 1, 2021**.

### **Training**

Lowe's Canada has been in compliance with the AODA Accessible Customer Service Standard since 2012 and will continue to provide Customer Service training to employees and new hires and will enhance the training program as required to comply with the Integrated Accessibility Standard.

The following measures have been implemented by Lowe's Canada to meet the **January 1, 2015** deadline:

Lowe's Canada has provided an AODA Customer Service training program to include and ensure that our employees understand the:

- Integrated Accessibility Standards, and
- Ontario Human Rights Code (as it relates to people with disabilities)

Lowe's Canada will continue to provide this training to all employees and volunteers who provide goods, services and facilities on Lowe's Canada's behalf and persons participating in the development and approval of Lowe's Canada's policies as soon as practicable.

We will keep and maintain a record of the training provided, including the dates that the training was provided and individuals who participated.

### Employment Standard

Lowe's Canada will achieve compliance with requirements as set out in the Employment section of the legislation which include Recruitment & Selection, Interviews, Notice to Successful Employees, Informing Employees of Support, Accessible Formats and Communication support, Return to Work Process, Accommodation Process, Performance Management, Career Development and Advancement, Redeployment, Retention, Diversity and Inclusion. We will achieve these goals by **January 1, 2016**.

### Planned Action:

The following measures will be implemented by Lowe's Canada to meet the **January 1, 2016** deadline:

### Recruitment:

Lowe's Canada is 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.

### Recruitment, Assessment & Selection:

- Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process, upon request
- Selected applicants will be notified that accommodations are available upon request
- Successful applicants will be advised of Lowe's Canada's policies for accommodating employees with disabilities

### Informing Employees of Supports:

- Inform employees of our policies used to 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:
  - As required to new employees as soon as practicable after they begin their employment
  - Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability
- Inform new and existing employees of our policies for supporting employees with disabilities, including employment-related accommodation for disabilities
- Consult with our employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.

### Documented Individual Accommodation Plans & Return to Work Process:

- Lowe's Canada will develop written individual accommodation plans for employees with disabilities.

- We will have a documented process in place for supporting employees who return to work after being away for reasons related to their disabilities and require disability-related accommodation in order to return to work and will outline the steps that Lowe's Canada will take to facilitate the return to work and include an individual accommodation plan.
- The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

### **Performance Management, Career Development & Redeployment:**

Lowe's Canada will take into account the accommodation needs and/or individual accommodation plans of employees to provide employee with disabilities with the opportunities to advance within the organization.

- We will use performance management processes that take into account the accessibility needs of employees with disabilities
- Our career development and advancement opportunities will take into account the accessibility needs of our employees who have disabilities
- Our redeployment processes will consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met

### **Built Environment**

The Accessibility Standards for the Built Environment focus on removing barriers in two areas: public spaces, and buildings. This standard for the design of public spaces applies only to new construction and major changes to existing features.

#### **Planned Action:**

Lowe's Canada will meet the requirements, if applicable, in accordance with the Built Environment standard schedule. Lowe's Canada will seek consultation before making any built environment changes and will meet the specific requirements depending on the nature of the changes.

### **Accessible Formats**

Lowe's Canada will provide or arrange for a provision of accessible formats and communication supports, upon request, for persons with disabilities in a timely manner, taking into account the person's accessibility needs.

### **Accessibility Report**

Lowe's Canada will file accessibility reports outlining their progress towards becoming accessible for persons with disabilities, as required, with the Ontario Ministry of Economic Development, Trade and Employment.

## Lowe's Canada Policy - Lowe's Accessible Customer Care Policy

Lowe's Canada has a separate policy to support our commitment to the AODA Customer Service Standard – Lowe's Accessible Customer Care Policy. We are committed to ensuring that the requirements set out in the Act and the Customer Service Standard are met and observed.

### Customer Feedback

Customers who wish to provide feedback on the way Lowe's provides goods and services to people with disabilities are encouraged to participate in our feedback process. In addition to sharing your comments in person, you may also contact us by:

**Telephone:** 416 730 7300

**Mail:** Lowe's Companies Canada, ULC  
5160 Yonge St. Suite 200,  
Toronto, ON M2N 6L9  
Attn. Accessibility Committee

**Email:** [info@lowes.com](mailto:info@lowes.com)

All feedback will be directed to Lowe's Canada Accessibility Committee.

Complaints will be addressed according to our organization's regular complaint management procedures.

Customers can expect to hear back within 1 — 3 business days

