



Accessibility for Ontarians with Disabilities Act (Ontario Only) Accessibility Policy and Plan

Effective Date: 08/01/2014

Revised Date: 03/01/2023

Department: Human Resources

Category: All

Type: Policy Procedure

Scope: US Stores CN Stores PR Stores DCs PHO CHO Asia

Purpose: This accessibility plan outlines the policies and actions that PetSmart has put in place and will maintain to improve opportunities for people with disabilities in Ontario.

Frequency: NA

Responsible Role: All Ontario associates and leaders

Resources:

- List physical tools/resources needed to complete this policy/procedure, e.g., scissors, tape, etc. as well as links to soft resources; if not needed, put NA.
 - Please list physical resources first and soft after.
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Policy

Statement of Commitment

PetSmart is committed to treating all people in a way that allows them to maintain their dignity and independence. In accordance with PetSmart's Ethics and Integrity, PetSmart is committed to promoting equal employment opportunity for all associates and to maintaining a workplace free of harassment, discrimination and retaliation. 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 Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

Education of Senior Management

The **Canadian** Senior Leadership Team of PetSmart has been educated on the AODA including its regulations, who is affected and what the law requires.

Training

PetSmart has provided training to all of its associates on Ontario's accessibility laws and the *Human Rights Code* as it pertains to people with disabilities. PetSmart will ensure that the training remains current at all times.

Training is provided in a way that best suits the duties of associates. The training includes the following:

- A review of the purpose and requirements of the *Human Rights Code* and the AODA.
- How to effectively interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use assistive devices or equipment provided by PetSmart that may help people with disabilities access PetSmart's services.

- What to do if a person with a disability is having difficulty in accessing PetSmart's goods and services.
- PetSmart's policies, practices and procedures relating to Accessible Customer Service. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training has been provided and will continue to be provided as soon as practicable and on an ongoing basis as changes are made to PetSmart's policies, procedures and practices governing the provision of services to customers with disabilities and to assistive devices or equipment made available by PetSmart. PetSmart maintains records of the required training. These records include the number of individuals trained and the dates on which training occurred.

Kiosks

PetSmart will continue to consider the needs of individuals with disabilities when procuring and implementing self-service kiosks. PetSmart will coordinate with its vendors and suppliers to ensure that appropriate accessibility features (technical, structural, access path, etc.) are considered in the design of any kiosks purchased in the future.

Information and Communications

PetSmart is committed to meeting the communication needs of people with disabilities. We will continue to consult with people with disabilities to determine their information needs.

PetSmart has ensured that all websites and content available for Ontarians conform with WCAG 2.0, Level AA.

PetSmart will continue to ensure existing feedback processes are accessible to people with disabilities and all publicly available information is made accessible.

PetSmart continuously evaluates its publicly available information to determine how the information can be made accessible, upon request.

Employment

PetSmart is committed to fair and accessible employment practices. We notify the public and staff that, when requested, PetSmart will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. To this end, PetSmart has reviewed its Career Site and Applicant Tracking System to ensure the availability of accommodations is communicated.

PetSmart has put a process in place for developing individual accommodation plans and return to work policies for associates that have been absent due to a disability. In accordance with PetSmart's Accommodations Policy for Canadian Associates, PetSmart ensures the accessibility needs of associates with disabilities are taken into account when using performance management, career development and redeployment processes and takes steps to prevent and remove accessibility barriers as they are identified. PetSmart informs its associates of its policies used to support associates with disabilities. Such information is provided as follows:

- To new associates as soon as practicable after they begin their employment;
- To existing associates whenever there is a change to policies on the provision of job accommodations that take into account an associate's accessibility needs due to a disability.

PetSmart provides accessible formats and communication support to associates who have disability-related needs.

Design of Public Spaces

PetSmart has accessible service counters with signage, accessible point-of-sale devices and a queuing line that allows sufficient width and clear area for mobility in all the stores that are being constructed and those that have been constructed in recent years. We have taken and we will continue to take the following steps to ensure ongoing compliance:

- Review and update, as necessary, standard contracts with third-party construction vendors, including general contractors and architects, and leases in Ontario to ensure requirements for landlords and vendors to review and comply with AODA when performing any work at PetSmart facilities.
- Engage with our construction vendor in Canada to provide training of planning, design and construction to PetSmart construction, remodel and design team.

PetSmart has put these procedures in place to prevent service disruptions to the accessible parts of its public spaces.

In the event of a service disruption, we will notify the public on the service disruption, the reason for the disruption, the anticipated duration and alternatives, if available.

For More Information

For more information on this accessibility plan, please contact the Human Resources Department at 866-263-8411 or accommodations@petsmart.com.