



The Home Depot of Canada Inc. Accessibility Policies

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The Home Depot of Canada Inc.

ACCESSIBILITY POLICY

January 6, 2023

1.0 PURPOSE

The Home Depot of Canada Inc. (“The Home Depot” or “Company”) is committed to giving persons with disabilities the same opportunity to access and benefit from the products, services and facilities it offers and to do so in a way that respects the dignity and independence of persons with disabilities.

The purpose of this policy is to set out The Home Depot’s commitment to supporting the standards introduced by applicable accessibility and human rights legislation, and the Company’s commitment to identifying, preventing and eliminating barriers experienced by all persons with disabilities and ensuring all customers and employees are provided with equal opportunities.

1.1 Definitions

“Access” - barrier-free access to places, events and other functions.

“Accessible formats” – formats usable by persons with disabilities which may include, but are not limited to, large print, recorded audio and electronic formats, and braille.

“Accessible communication” - communication of information in a manner that is free from barriers that prevent or hinder a person from obtaining, using or benefiting from the information.

“Assistive device” – aids and devices used to replace, compensate for, or improve the functional abilities of persons with disabilities. They include a broad range of items such as mobility assistive devices, mobility aids and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices.

“Accommodation” – removal of barriers to give persons with disabilities an equal opportunity to access our products, facilities and benefit from our services, based on that person’s disability related needs.

“Barrier” – means anything that prevents a person with a disability fully participating in society due to the disability.

“Built environment” - buildings, structures and premises (includes facilities)

“Communication” - means the interaction between two or more persons where information is provided, sent or received.

“Communication supports” – include captioning, alternative and enhanceive communication supports, plain language, and other supports to enable effective communications.

“Disability” – means any degree of physical, mental, emotional, developmental or learning impairment, and includes temporary and permanent disabilities, visible and invisible disabilities (e.g. visual, hearing or mental impairment, or learning or developmental disabilities).

“Facilities” - buildings, equipment, or services provided for a particular purpose.

“Information” - includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Mobility aid” - means a device used to facilitate the transport, in a seated posture, of a person with a disability.

“Mobility assistive device” - means a cane, walker or similar aid.

“Service Animal” - an animal that provides assistance to a person with a disability that relates to that person's disability, and it:

- can be easily identified as an animal being used by the person for reasons relating to the person’s disability; or
- the person using a service animal can provide documentation from a regulated health professional confirming the animal is required due to disability.

“Support person” - A person who accompanies a person disabled by a barrier to:

- support the person obtaining using or benefiting from a good or service; or
- assist the person in addressing the person’s communication, mobility, personal care or medical needs.

2.0 THE HOME DEPOT’S COMMITMENT TO ACCESSIBILITY

The Home Depot is committed to creating an inclusive environment with equal access and participation for persons with disabilities. In alignment with our core values of Respect for all People, The Home Depot is committed to removing barriers for persons with disabilities and

treating persons with disabilities in a way that allows them to maintain their dignity and independence.

The Home Depot continues to build upon and improve its practices by removing and preventing barriers to accessibility in order to meet the needs of persons with disabilities in a timely manner, consistent with the specific requirements of applicable accessibility and human rights legislation.

The Home Depot regularly reviews, updates and implements accessibility standards in its practices and policies. This policy, related policies and the Home Depot's Multi-Year Accessibility Plan outline the Company's strategies to prevent and remove barriers to accessibility from the workplace and to meet the requirements under applicable accessibility legislation. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and be posted on The Home Depot's website. Upon request, The Home Depot will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

3.0 GENERAL REQUIREMENTS

3.1 Self-Service Kiosk

The Home Depot will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

3.2 Training Associates and Volunteers

The Home Depot will ensure that accessibility training is provided in accordance with the requirements of the accessibility standards in applicable accessibility legislation and will continue to ensure human rights training as it pertains to persons with disabilities is provided to:

- a. All associates and volunteers;
- b. All persons who participate in developing The Home Depot's policies; and,
- c. All other persons or third parties who provide products, services or facilities on behalf of The Home Depot.

Training will be provided as soon as reasonably practicable and ongoing training will be provided in connection with any changes to The Home Depot's accessibility policies.

4.0 INFORMATION AND COMMUNICATIONS STANDARDS

4.1 Accessible Communication

The Home Depot trains all associates on accessible communication. On request, The Home Depot will provide information through a communication support or accessible format.

4.2 Feedback, Accessible Formats and Communication Supports

The Home Depot will ensure that its process for receiving and responding to feedback respects the accessible communication needs of persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. This will be done in a timely manner that takes into account the person's accessibility needs due to disability. The Home Depot will consult with the person making the request in determining the suitability of an accessible format or communication support.

4.3 Emergency Information

When The Home Depot prepares and updates emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

4.4 Accessible Websites, Web Applications and Web Content

The Home Depot is committed to making its website and web content available in a format that conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) Level AA (as applicable), with limited exceptions in line with established accessibility information and communication standards.

5.0 EMPLOYMENT STANDARDS

5.1 Recruitment, Assessment or Selection Process

The Home Depot will notify its associates and the public about the availability of reasonable accommodations for applicants with disabilities in its recruitment process. When job applicants are selected to advance in the recruitment process, they will be notified that reasonable accommodations are available upon request in relation to the activities, materials or processes to be used. If a selected applicant requests an accommodation, The Home Depot 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 specific accessibility needs. When making offers of employment, The Home Depot will notify the successful applicant of its policies and practices for accommodating associates with disabilities.

5.2 Supports for Associates

All associates will be informed of where to find the Company's policies (and any updates to those policies) used to support associates with disabilities. For new associates, this information will be provided as soon as possible after commencing employment.

Upon the request of an associate with accessible communication needs, The Home Depot will work with the associate to determine appropriate communication supports for information that is needed by the associate to perform their job and receive information that is generally available to other associates.

When conducting performance management, providing career development and advancement, or when redeploying associates, The Home Depot will continue to take into account the specific accessibility needs of associates with disabilities, as well as any individual accommodation plans.

5.3 Workplace Emergency Response Information

The Home Depot will provide individualized workplace emergency response information to associates who have a disability where the Company is aware that individualized information is necessary. The Home Depot will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the associate requires assistance, The Home Depot will, with the consent of the associate, provide this information to the person designated by the Company to provide assistance to the associate. The individualized workplace emergency response information will be reviewed when the associate moves to a different location, when the associate's overall accommodations needs or plans are reviewed, and, when The Home Depot reviews its general emergency response policies.

5.4 Return to Work Process

The Home Depot will maintain a documented return to work process for associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process will outline the steps The Home Depot will take to facilitate the associate's return to work and use documented individual accommodation plans as part of the process. This return-to-work process will not replace or override any other return to work process created by or under any other statute.

6.0 BUILT ENVIRONMENT AND DESIGN OF PUBLIC SPACES STANDARD

When building or making major modifications to the built environment, including public spaces such as exterior paths of travel, accessible parking and/or obtaining service, The Home Depot will meet the accessibility standards set out under all applicable legislation.

7.0 REVIEW PERIOD

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

8.0 FEEDBACK PROCEDURE

The Home Depot welcomes feedback on how the Company provides products, services or facilities to people with disabilities. Feedback can be provided in the following way(s):

- a. In person at any Home Depot store
- b. By telephone to Customer Care team at 1-800-628-0525
- c. In writing to:

Customer Care
400 – 1 Concorde Gate
Toronto, ON M3C 4H9

- d. By email to Accessibility_Canada@homedepot.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. The Home Depot will make sure its feedback process is accessible, taking into account the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

9.0 RELATED POLICIES

[Customer Service Policy](#)
[Multi-year Accessibility Plan](#)



The Home Depot of Canada Inc.

CUSTOMER SERVICE POLICY

January 6, 2023

1.0 COMMITMENT

The Home Depot of Canada Inc. (“The Home Depot” or “Company”) is committed to providing an environment that is accessible for all people. In alignment with our core values of Respect for all People and Excellent Customer Service, The Home Depot is committed to giving persons with disabilities equal opportunity to access and benefit from the products and services it offers all customers and to do so in a way that respects the dignity and independence of persons with disabilities.

2.0 PROVIDING PRODUCTS, SERVICES AND ACCESS TO FACILITIES TO PERSONS WITH DISABILITIES

2.1 Communication

The Home Depot will communicate with persons in a manner that respects a person’s accessible communication needs. Information will be made available to customers in accessible formats or through communication supports at no additional cost, upon request. Approaches for accessible communication are set out in our accessibility training program: Accessible Customer Service.

The Home Depot strives to communicate with members of the public in a manner that is accessible and currently employs various mediums of communication that include:

- a. www.homedepot.ca: A website that provides information in clear plain language in both written and auditory format, and that can be navigated and understood by customers using accessibility software;
- b. Making customer support available by phone, through text and through a live chat feature on www.homedepot.ca;
- c. Web forms on the Company website to provide feedback to key departments and personnel within the Home Depot;
- d. Assisted self-checkout terminals that includes a support associate;

- e. Upon request, making information available to a customer in accessible formats or using communication supports;
- f. Our associates and vendors who interact in-person with customers receive training in order to provide excellent customer service to everyone, including persons with disabilities.

2.2 Assistive Devices

Persons with disabilities are welcome to use their personal Assistive Devices to access The Home Depot's facilities, products and services. Our associates are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our facilities, products or services.

2.3 Accessibility Features

All The Home Depot stores have the following accessibility features:

- Designated parking spaces
- Automated and wide doorways to enter/exit
- Wide aisles and clear paths of travel

Additional features and mobility aids offered at some The Home Depot stores to enable persons with disabilities to obtain, use or benefit from its products, services and facilities include:

- Elevator to access multi-level shopping areas;
- Scooter with a basket; and
- Manual wheelchair.

2.4 Service Animals

The Home Depot welcomes people with disabilities and their Service Animals on the parts of the Company's premises that are open to the public, unless otherwise prohibited by law. When The Home Depot cannot easily identify that an animal is a Service Animal, associates may ask a customer to confirm the animal is Service Animal. If Service Animals are prohibited by another law, The Home Depot will explain why the animal is excluded and discuss with the customer an alternate way of making its products, services and/or facilities available to the customer.

2.5 Support Persons

We welcome persons with disabilities who are accompanied by a Support Person. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at The Home Depot.

2.6 Built Environment/Design of Public Spaces

All aspects of The Home Depot's built environment and public spaces are intended to facilitate barrier-free access to its facilities, products and services, and are to be available for use in the intended manner.

When building or making major modifications to public spaces, including exterior paths of travel, accessible parking and/or obtaining service, The Home Depot will comply with the standards set out in our Accessibility Policy and all relevant laws.

2.7 Notice of Temporary Disruption

In the event of a planned or unexpected disruption impacting the accessibility of the built environment, facilities and/or services, notice of the following will be given:

- the reasons why the facility or service is unavailable and an estimate of when the unavailability is expected to stop; and
- details of alternate means, if any, available to access The Home Depot's products and services.

The notice will be prominently displayed on the premises and on the website or be given by other reasonable means.

3.0 TRAINING AND RECORDS

The Home Depot will ensure accessible customer service training is provided to all associates and volunteers, individuals who are involved with the development of the Company's policies and others who provide products, services on the Company's behalf. The training will include the following:

- The Home Depot's policies, practices and procedures related to Accessible Customer Service;
- How to effectively interact and communicate with people with various types of 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;
- How to use any equipment or assistive devices that may be available to assist people with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing The Home Depot's products, services or facilities;

- A review of applicable legislation.

Training will also be provided when changes are made to the Company's Customer Service policies and The Home Depot will maintain records of the training provided, including the training protocol, the dates of the training and the number of attendees.

4.0 FEEDBACK PROCEDURE

The Home Depot welcomes feedback on how the Company provides products, services or facilities to people with disabilities. Feedback can be provided in the following way(s):

- e. In person at any Home Depot store
- f. By telephone to Customer Care team at 1-800-628-0525
- g. In writing to:

Customer Care
400 – 1 Concorde Gate
Toronto, ON M3C 4H9
- h. By email to Accessibility_Canada@homedepot.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. The Home Depot will make sure its feedback process is accessible, taking into account the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

5.0 NOTICE OF AVAILABILITY OF DOCUMENTS AND FORMAT OF DOCUMENTS

This policy and information related to accessible customer service will be made available to the public upon request. The Home Depot will provide information to members of the public in a format, using communication supports where appropriate.

6.0 REVIEW PERIOD

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

7.0 RELATED POLICIES

[Accessibility Policy](#)

[Multi-year Accessibility Plan](#)



The Home Depot of Canada Inc.

MULTI-YEAR ACCESSIBILITY PLAN

January 6, 2023

INTRODUCTION

The Home Depot of Canada Inc. (“The Home Depot” or “Company”) is committed to giving persons with disabilities the same opportunity to access and benefit from the products and services it offers all customers and associates and access to its facilities and doing so in a way that respects the dignity and independence of persons with disabilities.

This Multi-Year Accessibility Plan outlines The Home Depot’s strategies to prevent and remove barriers to accessibility from the workplace, to address the current and future requirements set out in provincial accessibility-related laws, including the Integrated Accessibility Standards Regulation (“IASR” or the “Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and relevant Regulations under The Accessibility for Manitobans Act (“AMA”), and provincial human rights laws and to fulfill the Company’s commitment as outlined in the Company’s Accessibility Policy.

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and is posted on The Home Depot’s Canadian website at www.homedepot.ca. Upon request, The Home Depot will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

GENERAL

1.0 SELF-SERVICE KIOSKS

Action: The Home Depot will continue to consider and incorporate accessibility features when designing, procuring or acquiring self-service kiosk, except where it is not practicable to do so.

2.0 TRAINING

Action: Accessibility training is provided to all associates, volunteers, persons who participate in developing the Company's policies, and all persons who provide products, services or facilities on behalf of The Home Depot. Our training incorporates The Home Depot's accessibility policies, accessibility standards and responsibilities under provincial human rights laws that pertain to persons with disabilities. Training will be provided as soon as reasonably practicable and ongoing training will be provided in connection with any changes to The Home Depot's accessibility policies. The Home Depot maintains a training record including training dates and the number of attendees.

3.0 INFORMATION AND COMMUNICATIONS

3.1 Accessible Communication: Feedback, Accessible Formats, Communication Supports and Emergency Information

Action: The Home Depot ensures that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

When accessible formats and communication supports for persons with disabilities are requested, The Home Depot:

- Consults with the person making the request to determine the suitability of the accessible format or communication support;
- Provides or arranges for information to be communicated in an accessible format that meets the individual's accessible communication needs; and
- Ensures information requested in accessible formats are made available in a timely manner.

Emergency procedures, plans or public safety information made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

3.2 Accessible Websites, Web Applications and Web Content

Action: The Home Depot's internet website and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 standards at Level AA, subject to limited exceptions that align with accessibility information and communication standards.

Implementation Timeframe: By January 1, 2021, and ongoing.

4.0 EMPLOYMENT

4.1 Recruitment, Assessment or Selection Process

Action: The Home Depot has implemented measures to ensure job applicants, associates and the public are notified about the availability of reasonable accommodations including the following:

- Provide notice about available reasonable accommodations in internal and external communications relating to recruitment and to job applicants when they are selected to participate in an assessment or selection process.
- Consult with applicants about identified accommodation needs and offer suitable accommodation.
- Include reference to the availability of accommodation under The Home Depot's accommodation policies and practices in all offers of employment.
- Review existing accommodation policies and make any necessary changes. Inform associates of relevant policies used to support associates with disabilities and any policy changes and provide this information to new associates as practicable after commencing employment.

4.2 Workplace Emergency Response Information

Action: The Home Depot has implemented the following measures to provide workplace emergency response information to associates:

- Review existing workplace emergency procedures and update them, if necessary.
- Advise associates to provide notice of any accommodation needs with respect to workplace emergencies.
- Prepare and provide associates needing accommodation with individualized workplace emergency response information if appropriate and in consultation with the affected associate.
- Keep a confidential record of individualized workplace emergency response information requests and responses.
- Designate individuals to assist associates needing accommodation during workplace emergencies and, with the consent of the affected associate, provide the individualized workplace emergency response information to the designated individual.

Implementation Timeframe: By January 1, 2012, and ongoing to reflect The Home Depot's Emergency Preparedness and Response Standard

4.3 Individual Accommodation Plans and Return to Work Process

Action: The Home Depot has an accommodation process that respects the principals of dignity, inclusion and individualization. Home Depot will explore accommodation options to remove barriers once it has been made aware of an associate or prospective associate who requires accommodation based on a protected ground under applicated human rights legislation and accessibility legislation and includes the following elements:

- How an associate requesting accommodation can participate in the development of an individual accommodation plan and how the Company assesses associates on an individual basis.
- The steps taken to protect the privacy of the associate's personal information with respect to accommodation.
- The means of providing the individual accommodation plan in a format that takes into account the associate's accessibility needs due to disability.
- Individual accommodation plans will include relevant information regarding accessible formats and communications supports to be provided (if requested), individualized workplace emergency response information (if required) and identify any other accommodation that is to be provided.

Further, The Home Depot's Return to Work process is where Home Depot will prepare an individual accommodation plan for associates who have been absent from work due to disability and who require disability-related accommodations to return to work. Information provided in support of an accommodation request will be treated confidentially and will be shared only as needed for the accommodation process. This includes maintaining a documented return to work process that outlines the steps the Company will take to facilitate the return to work and includes documented individual accommodation plans as part of the process.

Implementation Timeframe: By January 1, 2016, and ongoing

4.4 Performance Management, Career Development and Advancement, and Redeployment

Action: The Home Depot will continue to ensure that managers are aware of their responsibility to take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when engaging in associate redeployment.

Implementation Timeframe: By January 1, 2016, and ongoing

5.0 DESIGN OF PUBLIC SPACES STANDARD

The Home Depot continues to comply with accessibility standards and requirements under applicable laws when building, replacing or making major modifications to the Company's built environment or the design of its public spaces which includes exterior paths of travel, accessible parking, service counters, queue guides and waiting areas as described below.

5.1 Exterior Paths of Travel and Accessible Parking

When newly constructing or redeveloping sidewalks or walkways (including associated ramps, stairs, curb ramps, depressed curbs, pedestrian control signals and rest areas) and any new or redeveloped off-street parking (including accessible parking spaces, access aisles and signage).

5.2 Obtaining Services (Service Counters, Queue Guides and Waiting Areas)

- When newly constructing or replacing service counters, at least one service counter will accommodate mobility aids for countertop height, knee clearance and clear floor space and will be clearly identified with signage.
- When constructing new fixed queuing guides, they must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices, have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction, and be cane detectable.
- When newly constructing or redeveloping waiting areas, where seating is fixed to the floor, there will be at least one accessible seating space where an individual using a mobility aid can wait.

6.0 CUSTOMER SERVICE STANDARD

Action: Accessible customer service training is provided to The Home Depot's associates, volunteers, and others who participate in developing the Company's policies or provide products, services or facilities on behalf of The Home Depot. The Home Depot's training incorporates: the purpose of accessibility-related legislation including the AODA, the AMA and the related regulations, The Home Depot's policies, practices and procedures related to accessible Customer Service, how to effectively interact and communicate with people with various types of disabilities (including people who use an Assistive Device or require the

assistance of a Service Animal or a Support Person), and what to do if a person with a disability is having difficulty in accessing The Home Depot's products, services or facilities.

6.1 Providing Products and Services to People with Disabilities

- The Home Depot welcomes people with disabilities and their Service Animals on the parts of the Company's premises that are open to the public, unless otherwise prohibited by law.
- People with disabilities may use their personal Assistive Devices when accessing the Home Depot's products, services or facilities.
- People with disabilities who are accompanied by a Support Person are welcome to have that person accompany them on The Home Depot's premises.
- In the event of a planned or unexpected temporary disruption impacting facilities or services usually used by persons with disabilities (including preventative and emergency maintenance of accessible elements in public spaces), The Home Depot will notify the public promptly and will include information about the reason for the disruption, its anticipated length of time, and a description of alternate locations or services, if available.

7.0 FEEDBACK PROCEDURE

The Home Depot welcomes feedback on how the Company provides products, services or facilities to people with disabilities. Feedback can be provided in the following way(s):

- a. In person at any Home Depot store
- b. By telephone to Customer Care team at 1-800-628-0525
- c. In writing to:

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400 – 1 Concorde Gate
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- d. By email to Accessibility_Canada@homedepot.com

The person providing feedback can expect a response within five (5) business days of the feedback being received, where possible. The Home Depot will make sure its feedback process is accessible, taking into account the individualized accessible communication needs of the person providing feedback. Information will be made available, upon request, in an accessible format or using suitable communication supports.

8.0 CONTACT

For general inquiries or to make a request for an alternate format of this Multi-Year Accessibility Plan, please contact: Accessibility_Canada@homedepot.com

9.0 RELATED POLICIES

[Accessibility Policy](#)

[Customer Service Policy](#)