



Multi-Year Accessibility Plan and Policies for Fastenal Canada, LTD.

This 2014-21 accessibility plan outlines the policies and actions that Fastenal Canada, LTD. will put in place to improve opportunities for people with disabilities. Alternate formats of this plan are available upon request. This multi-year plan will be reviewed and updated accordingly at least once every five years and is posted online at <https://www.fastenal.com/en/87/careers>.

Statement of Commitment

Fastenal Canada, LTD. is committed to treating all people 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 Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Fastenal Canada, LTD. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information and plans when necessary.

Training

Fastenal Canada, LTD. will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Fastenal Canada, LTD. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Fastenal will provide training to employees in the following positions: District Managers, General Managers, Sales Trainee, Outside Sales, Sales Support, Account Specialists, National Accounts, and Receptionist. Training will be ongoing and will be provided to all new employees and when there are changes to this policy. Accessibility Standards for Customer Service-Ontario training materials can be completed by employees on our Fastenal School of Business Virtual Campus.

Kiosks

Fastenal Canada, LTD. shall have regard for the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks by **January 1, 2014**.

Information and communications

Fastenal Canada, LTD. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.



Fastenal Canada, LTD. will take action to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**. Furthermore, Fastenal Canada, LTD. will take steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

Fastenal Canada, LTD. will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Customers who wish to provide feedback on the way Fastenal provides goods and services to people with disabilities may contact Fastenal by email at hreeoaa@fastenal.com or they may contact the individuals listed at the end of this document who have been designated to respond to all feedback. Alternative accessible formats and communication supports for feedback are available upon request. All feedback will be handled on an individual case by case basis.

Fastenal Canada, LTD. will take action to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

Employment

Fastenal Canada, LTD. is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Fastenal Canada, LTD. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- The Employment Equity Policy for Fastenal Canada, LTD. can be viewed by the public and employees at the following external website: <https://www.fastenal.com/en/87/careers>.
- Current Employees can view the Workplace Accommodation Policy located in their New Employee Orientation Packet and on Fastenal Canada, LTD intranet site.

Fastenal Canada, LTD. will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability on a case by case basis.

We will take action to ensure the accessibility needs of employees with disabilities needs are taken into account if Fastenal Canada, LTD. ever uses performance management, career development, or redeployment processes.

Fastenal Canada, LTD. will take action to prevent and remove other accessibility barriers identified on an ongoing basis.

Design of Public Spaces

Fastenal Canada, LTD. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities



- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Fastenal Canada, LTD. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan or for accessible formats of this document, please email hreeoaa@fastenal.com or contact one of the individuals listed below:

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