



AODA ACCOMMODATION POLICY

The Human Resources Department, the Associate and their People Leader collaborate through the steps of the accommodation process:

Step 1: Recognize the Need for Accommodation

The need for accommodation can be requested by the Associate through their People Leader or Human Resources or identified by the Associate's People Leader or Hiring Manager.

Step 2: Gather Relevant Information and Assess Needs

The Associate is an active participant in this process. H&R Block will not require details of the nature of the Associate's disability or medical requirement, only the Associate's functional abilities. Human Resources may ask for a functional abilities assessment at H&R Block's expense.

The Associate and their People Leader evaluate potential options to find the most appropriate measure. An external "expert" may be involved, at H&R Block's expense. The Associate can request the participation of a colleague when meeting with the Company with regards to their accommodation request.

Step 3: Accommodation Plan

Once the most appropriate accommodation is identified, the accommodation details are summarized into a formal plan, including:

- accessible formats and communication support, if requested.
- workplace emergency response information, if required.
- any other accommodation that is to be provided.

The accommodation plan must be provided in an accessible format (if required).

If an individual accommodation is denied, the People Leader provides the Associate with the reason for the denial, in an accessible format (if required).

Step 4: Implement, Monitor and Review the Accommodation Plan

The Associate and their People Leader monitor the accommodation to ensure the plan has effectively resolved the challenge:

- Formal reviews are conducted at a predetermined frequency.
- The accommodation plan is reviewed if the Associate's work location or position changes.
- The accommodation is reviewed if the nature of the Associate's disability or medical changes.

If the accommodation plan is no longer appropriate, the Associate and the People Leader work together to gather relevant information and reassess the Associate's requirements, to assist the Company in finding the best accommodation up to the point of undue hardship for the Company.