

Reasonable Accommodation Requests Guidelines

MAPFRE Insurance prohibits any and all types of discrimination against a qualified applicant or employee on the basis of a **disability**¹. MAPFRE is committed to providing *reasonable accommodations*² to applicants and employees in accordance with the Americans with Disabilities Act (ADA) and its amendments, as well as similar applicable state laws to ensure fair and equal **employment**³.

A **qualified individual**⁴ who believes that he/she is disabled and wishes to be reasonably accommodated may contact the Human Resources Department or his/her supervisor and enter into an “interactive process.” If the supervisor is notified of a reasonable accommodation request, the supervisor should forward the request to Human Resources. During the interactive process, MAPFRE and the employee or applicant will discuss relevant information pertaining to the disability in a good faith effort to determine if the individual is disabled within the meaning of the law. If so, MAPFRE may provide reasonable accommodations to such individual with respect to the **essential functions**⁵ of his or her job, unless doing so would constitute an **undue hardship**⁶ to MAPFRE or the disability creates a **direct threat**⁷ to safety.

Requesting an Accommodation:

Generally, the individual with a disability should inform the employer that an accommodation is needed. If eligible for an accommodation, the individual and MAPFRE will work together to identify possible reasonable accommodations. The interactive process is as follows:

1. The individual should communicate the request to Human Resources or his/her supervisor. The request should be in writing. A Reasonable Accommodation Request Form is available in Connections.
2. Human Resources will let the individual know what documentation is required to evaluate the reasonable accommodation request.
3. Upon receipt of the Reasonable Accommodation Request Form, Human Resources will meet with the individual's supervisor or manager to determine if the request can be reasonably accommodated.
4. Once a reasonable accommodation is identified, if any, MAPFRE will work with the individual to implement the accommodation.

Please note medical information is considered confidential and will be handled with strictest confidence.

If the employee requesting the accommodation does not actively engage in the interactive process or does not provide the required medical documentation to support the accommodation request, the accommodation may not be granted.

Emergency Evacuation Assistance:

Floor Evacuation Coordinators and stairwell/exit monitors have been assigned to different evacuation areas. Floor Evacuation Coordinators will make arrangements for you to receive assistance during an emergency. However, you must notify the Floor Evacuation Coordinator of your needs in advance. To identify the Floor Evacuation Coordinator for your work area, contact the Security Department at Ext. 14401.

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Reasonable Accommodations Guidelines:

Although requests for reasonable accommodations are evaluated on a case-by-case basis, some requests are more common than others. The Appendix identifies some of the more common requests. Further information is available from the Human Resources Department upon request.

Exclusions:

The use of illegal drugs and/or marijuana whether recreational or prescribed for medical use is prohibited in the workplace at all MAPFRE U.S. locations.

Terms Used Within:

As used the following terms have the indicated meaning:

- 1. Disability:** A person is “disabled” under the ADA and its amendments if that person has a physical or mental impairment that substantially limits him or her in one or more major life activities. Disability also is meant to include (a) a current disability, (b) a record of a prior disability, (c) being perceived or regarded as disabled, or (d) a relationship or association with someone with a disability.
- 2. Reasonable Accommodation:** In general, an accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities.

There are three categories of “reasonable accommodations:” (a) modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such qualified applicant desires; or (b) modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or (c) modifications or adjustments that enable a covered entity’s employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.
- 3. Employment:** The word ‘employment’ is used only to include fair and equal application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions and privileges of employment.
- 4. Qualified Individual:** An employee or applicant with a disability who has the necessary knowledge, skills, abilities, education, experience, and other job related requirements to perform the essential functions of a position with or without a reasonable accommodation.
- 5. Essential Job Functions:** Primary job duties that a qualified individual must be able to perform either with or without a reasonable accommodation. A function may be considered essential because it is required in a job or because it is highly specialized.
- 6. Undue Hardship:** An accommodation requiring significant difficulty or expense by the employer.
- 7. Direct Threat:** A significant risk to the health, safety or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.

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Appendix

Ergonomics

Requests for a workspace ergonomic review should be made directly with the Ergonomic Team in the Facilities Department. Further details can be found in Connections.

Alternative Footwear

Requests for the use of footwear normally excluded from the dress code policy must include documentation from the employee's treating medical provider. Such request must be approved by the Human Resources Department.

Parking

Employees may request a temporary parking accommodation based on a current medical condition. Documentation from a treating medical provider is required. Those approved, may park in a space marked for visitors when such space is available. Spaces marked as Handicap parking may only be used when a valid disabled placard is obtained by the state and is visibly displayed in your vehicle.

Schedule Modifications

Human Resources will work with the employee and supervisor to determine if a reduced or modified schedule can be accommodated. Generally, the minimum number of hours that are considered for an accommodation is four consecutive hours per day. Medical documentation will be required for such requests.

Telecommuting

Telecommuting as a reasonable accommodation may only be considered for jobs that require independent work, little face-to-face or phone interaction with customers and/or team members, and a job that has a measurable work product and output-based monitoring. Medical documentation will be required for such requests. Telecommuting will only be allowed if an approved workplace accommodation has been obtained through the Human Resources Department. Please note that telecommuting is not an entitlement, it is not a company-wide benefit, and in no way changes the terms and conditions of employment with MAPFRE Insurance.

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