



FIO Automotive Canada Corporation

Procedure Name: Multi-Year Accessibility Plan				
Issue Date: 12/1/14	Page No: 1 of 4	Rev. Date: 03/08/21	Rev. No: 1	Retain Until: revised
Issued By: TMR Manager	TMR Mgr:	President:		

Purpose

To establish a multi-year plan to work towards a workplace environment free from barriers for individuals with disabilities. This policy will be reviewed every five years.

Scope

This policy applies to all Team Members including, but not limited to, visitors, contractors, vendors and delivery persons.

Policy

We are committed to ensuring that all people are treated 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 (AODA).

Team Member Training

We will provide training to associates on Ontario's accessibility laws and to relevant individuals on the Human Rights Code as it relates to people with disabilities based on government requirements and established time requirements. Training will be provided in a way that best suits the duties of associates. All new associates will receive the training during orientation.

Accessible Emergency Information

We are committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide associates with disabilities with individualized emergency response information when necessary.


Information and Communication

We are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We will work in collaboration with the Company's website host, and our IT department to ensure that any new content on our website sites will conform to WCAG 2.0, Level A website standard starting January 1, 2015 and Level AA as of January 1, 2021.

We will comply with other applicable website accessibility standards under the AODA as they become due.

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

- In 2014, we will review the methods by which the Company currently accepts feedback to identify any barriers for individuals with disabilities;
- In 2014, on the review, we will consider and implement, where practicable, alternate feedback processes; and
- By August 31, 2014 individuals who collect and respond to feedback on behalf of the Company will be trained on the requirements of the AODA in this regard and how to respond to feedback from people with various disabilities in accessible manners.

We will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- By March 1, 2015, all TMs will be trained on the Company's obligation to provide publicly available information in an accessible format, upon request;
- In 2015, we will review and report on information that the Company makes publicly available and take steps to ensure that such information is readily available in a plain text format, where practicable;
- By January 1, 2016, the Company will post a notice on its website advising the public who to contact in the event that they would like to request publicly available information in an alternate, accessible format.

Employment

We are committed to fair and accessible employment practices.


We will take steps to notify the public and Team Members that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Any posted advertisement for open positions will highlight our accommodation practices and policy.
- We will post information on our Company website highlighting our commitment to accommodation.
- By March 1, 2015 Team Members will be trained on the Company's accommodation practices and policy, including who to contact in the event that an associate requires accommodation. New associates will be advised of this information in their orientation.
- By January 1, 2016 we will review and revise our existing Return to Work process to ensure that it is compliant with the AODA's specifications for developing individual accessibility plans and return to work policies for our employees with disabilities.

We are ensuring the accessibility needs of Team Members with disabilities needs are taken into account for performance management, career development and redeployment processes. In addition, by January 1, 2016, as part of the performance review process we will:

- Review a Team Member's individual accommodation plan to understand the Team Members accommodation needs and determine whether it needs adjusting to improve his or her performance on the job.
- Have documents related to performance management, such as performance improvement plans, available in accessible formats, such as large print for individuals with low vision.

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- Provide informal and formal coaching and feedback in a manner that takes into account an associate's disability, such as using plain language for an individual with a learning disability.

We will take the following steps to prevent and remove other accessibility barriers identified:

- When there is any construction either from maintenance requirements or new construction we will ensure they meet the latest standards for accessibility.

Design of Public Spaces

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces such as:

- Lobby areas, outside patio areas.
- Outdoor paths of travel, like sidewalks, ramps, stairs, and curb ramps.

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, please contact Debra Colclough

at:

- Phone: 519-275-6070 ext. 6075
- Email: dcolclough@fioautomotive.com
- Accessible formats of this document are available free upon request from the above-noted contact.

Reference: TMR – PR-038 Accessible Customer Service