



EXECUTIVE OFFICE
200 Yorkland Blvd
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416-438-6650 Fax: 416-431-8756

Updated: June 2021

Multi-Year Accessibility Plan Report

The Accessibility for Ontarians with Disabilities Act, 2005 (“The Act”) requires that under the Integrated Accessibility Standards Regulations, the Company establish, implement, maintain and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

AGS Automotive (AGS) is committed to our multi-year accessibility plan, outlined below that describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan outlines the policies and actions that the Company has put in place to improve opportunities for all. Our accessibility plan is posted on our internal and external websites and will be provided in an accessible format upon request. AGS will review and update our accessibility plan at least once every five years, or as needed.

Customer Service Standard

AGS has been in compliance with the *AODA* Accessible Customer Service Standard since **January 1, 2012** and will continue to comply with that regulation.

Customer Service Policy

We have developed and implemented an Accessible Customer Service Policy. The policy is posted at all our facilities and on our internal and external websites and will be provided in an accessible format upon request.

Customer Service Training

AGS has implemented a training program for employees and requires third-party agents who deal with customers on behalf of the Company to be trained. In addition, training is required for employees involved in the development of policies, procedures and practices pertaining to the provisions of goods and services to our customers.

Our Customer Service training program includes:

- Review of Integrated Accessibility Standards, and
- Ontario Human Rights Code (as it relates to people with disabilities)
- Review of the purposes of the Act and requirements of the Customer Service Standard
- Instruction on how to interact and communicate with people with various types of disabilities
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person
- Instruction on how to use equipment or devices available at our premises or that you provide otherwise, that may help people with disabilities access our services
- Instruction on what to do if a person with a disability is having difficulty accessing your services.



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- Training will be provided to each person as soon as practical after being assigned the applicable duties.
- Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.
- Records of training are maintained.

Integrated Accessibility Standards

The Integrated Accessibility Standard combines standards relating to Information, Communication and Employment.

Information & Communications Standard

AGS is committed to making information and communications accessible to persons with disabilities. We will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Feedback, Accessible Formats & Communication Supports:

AGS is committed to providing goods and services to all of our customers. We welcome feedback from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. Feedback may be provided verbally, in writing, in electronic format, or through other methods, using the contact information outlined in the Administration section. If an individual wishes to be contacted about their feedback, they must provide their name and contact information.

We will provide information and communicate in an accessible manner about our goods, services or facilities to people with disabilities, upon request. The information will be provided in a timely manner.

The following measures have been implemented by AGS since **January 1, 2015**:

- We will make our processes for receiving and responding to feedback available to people with disabilities in accessible formats or with appropriate communication supports, upon request.
- Documentation that describes our accessibility commitments are maintained on our internal and external websites and provided to individuals, upon request, in a format that takes into account their disability and is mutually agreed upon with the Company and the person requesting the documentation.
- We will address complaints that arise through the feedback process in a timely manner, usually within three (3) business days.



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Accessible Websites & Web Content:

AGS has committed to making our internet websites and web content accessible by ensuring it conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. This was achieved in **April 2021**. Web Content Accessibility Guidelines (WCAG) 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities.

Employment Standard

AGS maintains compliance with requirements as set out in the Employment section of the legislation which include Recruitment & Selection, Interviews, Notice to Successful Employees, Informing Employees of Support, Accessible Formats and Communication support, Return to Work Process, Accommodation Process, Performance Management, Career Development and Advancement, Redeployment, Retention, Diversity and Inclusion.

The following measures were implemented to meet the **January 1, 2016**, deadline:

Recruitment:

The Company is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment process.

Recruitment, Assessment & Selection:

- Notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process, upon request
- Selected applicants will be notified that accommodations are available upon request
- Successful applicants will be advised of our policies for accommodating employees with disabilities

Informing Employees of Supports:

Inform employees of our policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability
- Inform new and existing employees of our policies for supporting employees with disabilities, including employment-related accommodation for disabilities
- Consult with our employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.



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Workplace Emergency Response Information

The Company is committed to providing individualized workplace emergency response information to our employees who have a disability, if the disability is such that the individualized information is necessary, and we are aware of the need for accommodation due to the employee's disability.

Documented Individual Accommodation Plans & Return to Work Process:

- We will develop written individual accommodation plans for employees with disabilities, as needed.
- We will have a documented process in place for supporting employees who return to work after being away for reasons related to their disabilities and require disability-related accommodation in order to return to work and will outline the steps that we will take to facilitate the return to work and include an individual accommodation plan.
- The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

Performance Management, Career Development & Redeployment:

The Company will take into account the accommodation needs and/or individual accommodation plans of employees to provide employee with disabilities with the opportunities to advance within the organization.

- We will use performance management processes that take into account the accessibility needs of employees with disabilities
- Our career development and advancement opportunities will take into account the accessibility needs of our employees who have disabilities
- Our redeployment processes will consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met.

Built Environment

The Accessibility Standards for the Built Environment focus on removing barriers in two areas: public spaces, and buildings. This standard for the design of public spaces applies only to new construction and major changes to existing features.

Planned Action:

Our Company will meet the requirements, if applicable, in accordance with the Built Environment standard schedule. We will seek consultation before making any built environment changes and will meet the specific requirements depending on the nature of the changes.

Accessible Formats

We will provide or arrange for a provision of accessible formats and communication supports, upon request, for persons with disabilities in a timely manner, taking into account the person's accessibility needs.



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Accessibility Report

Our Accessibility Compliance Report will be updated and filed per the required schedule in accordance with the Ontario Ministry for Seniors and Accessibility.

Administration

If you have any questions or concerns regarding this policy or its related procedures, please contact:

On behalf of the Company,

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