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# AGS Automotive Systems

## Accessibility Standards Policy and Commitment

AGS Automotive Systems (AGS) is committed to excellence in serving all customers and to a diverse and inclusive workforce that includes persons with disabilities. AGS strives to conduct its business and operations in a manner that allows persons with disabilities to maintain their dignity and independence.

AGS is committed to meeting the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) and has developed a [Multi-Year Accessibility Plan](#). AGS regularly reviews its strategies, policies and practices to prevent and remove accessibility barriers from our workplaces.

AGS is pleased to make available the Accessibility Standard for Customer Service, the Accessibility Standard for Employment and the Accessibility Standard for Information & Communication developed in compliance with the AODA.

### Accessibility Standard for Customer Service

#### **Communication:**

We will communicate with people with disabilities in ways that consider their disability, and will ensure that, to the extent reasonable, we will seek the input of people with disabilities as to how they wish us to communicate with them.

#### **Assistive Devices:**

We will ensure that appropriate staff members are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our facilities. We will also allow people to use their own personal assistive devices when accessing our facilities to purchase goods or services of AGS.

#### **Service Animals:**

A person with a disability who is accompanied by a service animal will be allowed to have the animal accompany them on our premises. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**Notice of Temporary Disruption of Services:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notice of disruption will be posted at the entry way of our facility, as early as is reasonably feasible, stating the approximate duration of disruption.

**Accessible formats and communication support:**

Upon request, AGS will provide or arrange for accessible formats and communication supports for persons with disabilities. This will be done in consultation with the requesting person, in a timely manner, considering person's accessibility needs.

**Accessible Websites and Web Content:**

AGS will ensure the content of its website conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, subject to permitted exceptions.

**Training of Employees:**

The Company will provide training to employees who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Directors and Officers
- Receptionists and their temporary replacements
- Executive Assistants
- Procurement staff
- Human Resources staff
- Staff who deal with contractors

**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Company plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive equipment available on-site that may help with providing service to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Company's facilities.

Employees will also be trained when changes are made to the Company's Plan.

# Accessibility Standard for Employment

AGS is proud of our diverse workforce and is committed to a safe, accessible and inclusive environment, ensuring the workplace is free from discrimination and harassment.

## **Recruitment & Selection:**

All job postings will notify potential applicants of the availability of accommodations during the recruitment process. If an applicant or candidate requires or would like more details about accessibility, he/she should contact the site-specific contact person identified on the job posting, typically the Human Resources Manager. Candidates selected will be notified directly during the selection process that accommodations are available upon request. These requests should be made in advance in order to consider an individual's disability-related needs to establish suitable accommodations.

## **Support for Employees:**

All AGS employees are notified of our commitment to supporting individuals with disabilities. Employees are free to request information or communication in an accessible format, which will be provided upon consultation with the employee directly to determine specific needs.

The provision of job accommodations will be handled on a case-by-case basis, respecting the employee's individual disability-related needs.

## **Emergency Response:**

Individualized emergency response information will be documented, maintained, and updated as necessary for employees requiring assistance in the event of an emergency.

## **Return to Work Process:**

AGS maintains a documented return to work process for all employees that may have been absent from work due to a disability. Those who require disability-related accommodations upon their return to work will have an individualized plan developed to facilitate a successful return.

## **Performance Management:**

AGS will consider the accessibility needs of employees during the performance management process and when providing career development or advancement opportunities.

# Accessibility Standard for Information & Communication

## **Feedback Process:**

Customers or prospective employees who wish to provide feedback on the way the Company provides services or recruitment opportunities to people with disabilities can contact the Corporate Human Resources Department at [HR@agsautomotive.com](mailto:HR@agsautomotive.com)

Customers and prospective employees can expect to hear back within three (3) business days.

Complaints will be addressed pursuant to the Company's regular complaint management procedures.

If you have any questions, please contact the Corporate Human Resources Department at [HR@agsautomotive.com](mailto:HR@agsautomotive.com)