

Downtown Auto Group Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards (Ontario Regulation 191/11)

Statement of Commitment:

Downtown Auto Group (“DAG”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are dedicated to ensuring all of our customers, employees, suppliers, job applicants and guests are provided with equal opportunity to access our premises and use our services.

We will ensure that we comply with or exceed our requirements under the *Accessibility for Ontarians with Disabilities Act* (“AODA”) and the *Integrated Accessibility Standards Regulation* (“IASR”) to the AODA.

Part 1 - General Requirements

SECTION	INITIATIVE	LAST REVIEW	STATUS
3.1	Accessibility Policies	October 1, 2021	Completed
3.2	Statement of organizational commitment	October 1, 2021	Completed
3.3	Make policies and documents publicly available and available in an accessible format, upon request.	October 1, 2021	Completed
4.1	Establish, implement, maintain and document a multi-year accessibility plan	October 1, 2021	Completed

4.1	Post the accessibility plan on our website, if any, and provide the plan in an accessible format upon request	October 1, 2021	Completed
4.1	Review and update the accessibility plan at least once every five years.	October 1, 2021	Completed
7.1	Provide training on accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	October 1, 2021	Completed and Ongoing

Part II - Information and Communications Standards

SECTION	INITIATIVE	LAST REVIEW	STATUS
11	Develop process for receiving and responding to feedback that is accessible to people with disabilities.	October 1, 2021	Completed
12.1	Provide or arrange for accessible formats and communication supports for people with disabilities that take into account the person's accessibility needs, upon request.	October 1, 2021	Ongoing
12.3	Notify the public about the availability of accessible formats and communication supports.	October 1, 2021	Completed

13	If we prepare emergency procedures, plans or public safety information and make them available to the public, we will provide accessible formats or appropriate communication supports, as soon as practicable, upon request.	October 1, 2021	Ongoing
14.2	Make internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, Level AA	October 1, 2021	Reviewing

Part III - Employment Standard

SECTION	INITIATIVE	LAST REVIEW	STATUS
22	Notify employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.	October 1, 2021	Completed
23.1	During the recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	October 1, 2021	Completed
23.2	Upon request, consult with applicants to arrange for the provision of suitable accommodations.	October 1, 2021	Ongoing

24	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	October 1, 2021	Completed
25.1	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 disability.	October 1, 2021	Completed
25.2	Provide the information required under this section to new employees as soon as practicable after they begin their employment.	October 1, 2021	Completed
25.3	Provide updated information to employees 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 disability.	October 1, 2021	Ongoing

26.1	Where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace.	October 1, 2021	Ongoing
26.2	Consult with the employee making the request in determining the suitability of an accessible format or communication support.	October 1, 2021	Ongoing
27.1	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	October 1, 2021	Ongoing

27.2	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	October 1, 2021	Ongoing
27.3	Provide the information required under this section as soon as practicable after we become aware of the need for accommodation due to the employee's disability.	October 1, 2021	Ongoing
27.4	Review the individualized workplace emergency response information (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	October 1, 2021	Ongoing

28.1	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	October 1, 2021	Completed
29.1	Develop, document and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work	October 1, 2021	Completed
30.1	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process in respect of employees with disabilities.	October 1, 2021	Ongoing

31.1	Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.	October 1, 2021	Ongoing
32.1	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	October 1, 2021	Ongoing