

## Multi-Year Accessibility Plan

2021-2026

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

### Statement of Organizational Commitment

Cox Automotive Canada Company, including its affiliates and subsidiaries (“CAC”), is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving people with disabilities the same opportunity to access and benefit from our services, and to allowing them to benefit from the same services, in the same place, and in a similar way as other clients.

CAC is committed to excellence in serving all of our clients, which includes by removing and preventing barriers to accessibility. As part of our commitment to meeting our obligations under the *Accessibility for Ontarians with Disabilities Act* (“AODA”), we have developed this Multi-Year Accessibility Plan, which outlines our strategy to prevent and remove barriers to accessibility and meet our requirements under the AODA.

This Multi-Year Accessibility Plan is available in accessible format upon request. This Plan will be reviewed and updated by CAC at least once every five (5) years or as otherwise required.

### Accessible Employment

CAC meets the requirements of the Integrated Accessibility Standards regulation under AODA (the “IASR”) with respect to employment through the following actions and commitments:

- Notifying applicants for employment with CAC that accommodations for applicants with disabilities are available during the recruitment process upon request.  
Notifying successful applicants for employment with CAC, at the time they are offered a position, of CAC’s policies for accommodating employees with disabilities.

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- Providing information and training to all employees on CAC's policies for supporting employees with disabilities, including providing employment-related accommodations. This information is provided through CAC's Driver's Manual Handbook, staff memos, email and staff meetings. New employees will receive this information during the on-boarding process.
- Having in place a written process for the development of documented individual accommodation plans for employees with disabilities.
- Providing updates to employees when there is a change to existing policies on the provision of job accommodations.
- Protecting personal information during the accommodation process.
- Consulting with employees who have disabilities to ascertain their needs and provide them with suitable accommodation, including accessible formats and communication supports if required so that they can perform effectively in their role.
- Developing and documenting a return-to-work process for employees who have been absent due to a disability and who require disability-related accommodation in their return to work.
- Considering the accessibility needs of employees with disabilities and individual accommodation plans during performance review or management processes.
- Considering the accessibility needs of employees with disabilities during career development and advancement opportunities, and in the event of redeployment.
- Having in place individualized workplace emergency response information for employees with disabilities and providing that information to them in an accessible manner.

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## Accessible Information and Communications

We have taken the following steps to ensure that we meet the Accessible Information and Communications Standard under the IASR:

- When communicating with individuals who have disabilities, we, in consultation with them, provide the information and communication in a timely manner that considers the individual's disability, and provide information at a cost that is no more than the regular cost charged to other persons.
- We have taken the necessary steps with our web developers to ensure that CAC's Ontario internet websites and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA (except for the exclusions set out in the IASR) as required by the AODA by on or around January 2022.
- We have in place an accessible feedback process for receiving and responding to feedback regarding how CAC provides services to members of the public with disabilities.
- We ensure that any of our publically available emergency procedures, plans or public safety information is available on request in an accessible format.

## Accessible Customer Service

We are committed to providing accessible customer service to people with disabilities and have in place the following mechanisms to ensure our commitment is met:

- We train the following individuals on our practices and procedures around accessible customer service, requirements under the IASR, and on the Ontario Human Rights Code provisions regarding individuals with disability:
  - a) our employees who provide services to the public;
  - b) third parties who provide services to the public on our behalf; and
  - c) our employees who develop our accessibility policies on the practices and procedures.

We keep record of such training, including the date and number of individuals to whom it was provided.

We note that while we do not currently have self-service kiosks and do not foresee the use of self-service kiosks in the future, CAC will have regard to accessibility for persons with

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disabilities when designing, procuring or acquiring self-service kiosks if CAC does consider implementing them in the future.

#### ACCESSIBLE DESIGN OF PUBLIC SPACES

In the event that we update our current facilities or build new ones, we will follow and abide by our requirements under the **Design of Public Spaces** Standards of the IASR and Ontario Building Code Accessibility requirements to ensure our public spaces are accessible.

We Welcome Your Feedback



Contact Us: 8277 Lawson Rd., Milton, Ontario L9T 5C7

Call us at: 905-875-2915

Visit our website: [Cox Automotive Canada - Transforming the way the world buys, sells and owns cars. \(coxautoinc.ca\)](http://Cox Automotive Canada - Transforming the way the world buys, sells and owns cars. (coxautoinc.ca))

Team Member Services (HR Department)  
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