



Amsted Automotive (Transform Automotive Canada Ltd.) Multi-Year Accessibility Plan

Introduction

Transform Automotive Canada Ltd. is committed to creating an inclusive and accessible environment for all individuals, including those with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), we have developed a comprehensive multi-year accessibility plan. This plan outlines our strategy to identify, prevent, and remove barriers to accessibility, ensuring that our policies, practices, and procedures are fully compliant with AODA standards.

Statement of Commitment

Transform Automotive Canada Ltd. is dedicated to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by identifying, removing, and preventing barriers to accessibility and by meeting our accessibility requirements under the AODA.

Accessible Customer Service

Training

We will provide training to all employees, volunteers, and others who deal with the public or other third parties on our behalf. Training will include:

- An overview of the AODA and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a disability is having difficulty accessing our services

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.



Use of Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal on our premises. We will also ensure that individuals with disabilities who are accompanied by a support person are allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Transform Automotive Canada Ltd. will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Accessible Information and Communication

Accessible Formats and Communication Supports

Upon request, Transform Automotive Canada Ltd. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to disability. We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Website Accessibility

Transform Automotive Canada Ltd. is committed to ensuring that our website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Employment Practices

Recruitment

We will notify employees, job applicants, and the public about the availability of accommodation for applicants with disabilities in our recruitment process. We will consult with applicants to arrange for suitable accommodation that considers their accessibility needs due to disability. For some positions, accommodation may not be available due to safety concerns or restrictions.



Accessible Formats and Communication Supports for Employees

Upon an employee's request, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information needed to perform the employee's job
- Information that is generally available to employees in the workplace

Workplace Emergency Response Information

We will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and Transform Automotive Canada Ltd. is aware of the need for accommodation due to the employee's disability.

Design of Public Spaces

Transform Automotive Canada Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Accessible parking
- Service-related elements like service counters, fixed queuing lines, and waiting areas

Implementation and Monitoring

The success of our accessibility plan will be measured by our ability to remove barriers and improve accessibility for people with disabilities. We will establish a process for reviewing and updating the accessibility plan at least once every five years

Feedback Process

Transform Automotive Canada Ltd. welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback can do so:

- In person
- By telephone
- In writing
- By email



All feedback will be directed to our Human Resources Manager, and customers can expect to hear back within 10 business days.

Conclusion

Transform Automotive Canada Ltd. is committed to ensuring equal access and participation for people with disabilities. By implementing this multi-year accessibility plan, we aim to not only comply with AODA standards but to foster an inclusive and welcoming environment for all. We will continue to work diligently to identify, remove, and prevent barriers to accessibility, ensuring that our services and facilities are accessible to everyone.