



SUBARU CANADA, INC.

560 Suffolk Court
Mississauga, ON
L5R 4J7

t: 905-568-4959

f: 905-568-8087

www.subaru.ca

Subaru Canada, Inc.

Accessibility for Ontarians with Disabilities



Table of Contents

1. General

- Statement of Commitment to Accessibility
- Disability Defined
- Integrated Accessibility Standards Multi-Year Plan
- Training

2. Information and Communications Standard

- Feedback
- Accessible Formats and Communication Supports
- Accessible Websites and Web Content

3. Employment Standard

- Recruitment, Assessment, Selection
- Informing Employees of Supports
- Accessible Formats and Communication Supports for Employees
- Workplace Emergency Response Information
- Documented Individual Accommodation Plans
- Return to Work Process
- Performance Management, Career Development and Advancement and Redeployment

1. General

STATEMENT OF COMMITMENT TO ACCESSIBILITY

Subaru Canada, Inc. (referred to as SCI or the Company) is committed to providing a barrier-free environment for our customers, employees, job applicants, visitors and other stakeholders who enter our premises, contact us or access our information. As an organization, we commit to applying the principles of dignity, independence, integration, and equal opportunity outlined in the Accessibility for Ontarians with Disabilities Act (AODA), Customer Service Standard, and the Integrated Accessibility Standards Regulation (IASR). SCI understands the importance of ensuring the full inclusion of all persons with disabilities by fostering an accessible and welcoming environment for all.

Upon Request, SCI will gladly provide the documents (policies, practices and procedures) required by the Accessibility Standards for Customer Service Regulation.

DISABILITY DEFINED

The Accessibility for Ontarians with Disabilities Act (AODA) was published in 2005 and defines disability as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

For more information, please visit the following links:

[Accessibility for Ontarians with Disabilities Act, 2005 \(external link\)](#), (AODA)

[Ontario Regulation 429/07- Accessibility Standards for Customer Service \(external link\)](#)
(Accessible Customer Service Standards)

[Ontario Regulation 191/11 – Integrated Accessibility Standards \(external link\)](#) (IASR).

INTEGRATED ACCESSIBILITY STANDARDS MULTI-YEAR PLAN

In accordance with Section 4 of the Integrated Accessibility Standards, SCI has established a multi-year action plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation. This document is broken down into three sections: (1) Accessibility Policy and Multi-Year Accessibility Plan (2) Information and Communication (3) Employment. The plan will be reviewed and updated at least once every five years and will be made available in an accessible format upon request.

Accessibility Policy and Multi-Year Accessibility Plan

Accessibility Initiative	Compliance Date	Status
Create an accessibility policy	January 1, 2014	Complete
Create a multi-year accessibility plan	January 1, 2014	Complete
Review the multi-year accessibility plan	January 1, 2018	In Progress
Provide accessibility training	January 1, 2015	Complete

Information and Communication

Accessibility Initiative	Compliance Date	Status
Implement an accessible feedback process	January 1, 2015	Complete
Offer accessible formats and communication supports	January 1, 2016	Complete
Ensure the Subaru Canada Inc. website and web content meet all accessibility requirements	January 1, 2021	In Progress

Employment

Accessibility Initiative	Compliance Date	Status
Ensure the recruitment, assessment and selection process is accessible	January 1, 2016	Complete
Inform employees of supports	January 1, 2016	Complete
Provide accessible formats and communication supports for employees	January 1, 2016	Complete
Implement workplace emergency response information	January 1, 2012	Complete
Document all individual accommodation plans	January 1, 2016	Complete
Implement the return to work process	January 1, 2016	In Progress
Ensure the performance management, career development, advancement and employee redeployment process is accessible	January 1, 2016	In Progress

TRAINING

SCI is committed to providing training on the requirements of the accessibility standards referred to in the AODA, IASR and the Human Rights Code (as it relates to persons with disabilities). Training will be appropriate to the function of the employees and other persons.

Specifically, the training will cover the details and requirements of:

- Accessibility for Ontarians with Disabilities Act
- Information and Communication Standards (under the IASR)
- Employment Standards (under the IASR)
- Understanding Human Rights (as it pertains to the AODA)
- Built Environment (under the IASR – training will be given to the individual(s) with oversight on the development / alterations of public spaces)
- Customer Service Accessibility

SCI will keep a record of completed training and will also include accessibility training as part of all new hire orientations.

2. Information and Communication Standard

FEEDBACK

SCI welcomes feedback in a variety of ways (electronically, phone, mail, survey, etc.) and commits to continuously examining the Customer Experience to ensure accessible formats and communication supports are in place. The Company's Customer Care Department can be contacted:

- Over the phone at 1-800-894-4212 (08:30-16:30 Eastern Standard Time).
- In writing at Subaru Canada, Inc., 560 Suffolk Court, Mississauga, ON, L5R 4J7.
- Electronically using the email template on www.subaru.ca under the 'Contact Us' section.

Additional appropriate accessible formats will be provided, upon request.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Upon request, SCI will provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities as quickly as possible and at no additional cost beyond the regular cost. The Company will consult with the person making the request in determining the suitability of an accessible format or communication support.

ACCESSIBLE WEBSITES AND WEB CONTENT

SCI is committed to producing an accessible website and web content that will comply with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG), beginning at Level A and increasing to Level AA.

3. Employment Standard

RECRUITMENT, ASSESSMENT, SELECTION

SCI is committed to ensuring the recruitment, assessment and selection process is fully accessible.

- I. SCI will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- II. Throughout the recruitment process, SCI will 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.
- III. If a selected applicant requests an accommodation, SCI will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- IV. When making offers of employment, SCI will notify the successful applicant of its policies for accommodating employees with disabilities.

INFORMING EMPLOYEES OF SUPPORTS

SCI will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

This information will be provided to new employees as soon as practicable after commencing employment.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Upon the request by an employee with a disability, SCI will consult with the employee to provide accessible formats and communication supports for:

- i. information that is needed in order to perform his/her job; and
- ii. information that is generally available to employees in the workplace.

The Organization will consult with the employee making the request in determining the suitability of an accessible format or communication support.

WORKPLACE EMERGENCY RESPONSE INFORMATION

SCI will provide individualized workplace emergency response information and support to employees who have a disability, if the disability is such that the individualized information is necessary and SCI is aware of the need for accommodation due to the employee's disability. The Organization commits to providing the information required as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

SCI commits to following all the required steps when documenting individual accommodation plans for employees with disabilities (stated below from section 28 of Regulation 191/11).

The process for the development of documented individual accommodation plans will include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.

5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- (a) if requested, include any information regarding accessible formats and communications supports provided.
- (b) if required, include individualized workplace emergency response information.
- (c) identify any other accommodation that is to be provided.

RETURN TO WORK PROCESS

SCI will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps SCI will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. This return to work process does not replace or override any other return to work process created by or under any other statute.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT

SCI will continue to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management plans and reviews, offering career development and when redeploying employees with disabilities.

If anyone has a question about SCI's accessibility plan, please contact:

Human Resources Department
Subaru Canada, Inc.
560 Suffolk Court
Mississauga, ON
L5R 4J7
905-568-4959
hr@subaru.ca