

## INTRODUCTION

Drive Products Inc. (DPI) is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of people with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that the Company has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period 2024-2029 to align with our operational scope.

## STATEMENT OF COMMITMENT

DPI is committed to the identification, removal and prevention of accessibility barriers. By doing so, DPI will provide an accessible environment in which employees and visitors with disabilities can access DPI's goods, services and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs.

DPI is equally committed to supporting our employees through advice, policies, tools, resources and structures that promote an inclusive workplace and support employees in delivering accessible goods, services and facilities.

The initiatives fall under six key areas:

1. Accessibility barriers can include any of the following types of barriers:
  - *Attitudinal barriers* include negative attitudes and assumptions about people with disabilities.
  - *Universal barriers* include policies and procedures that create barriers to full inclusion.
  - *Information, communication and technology barriers* include communication formats that are not available in accessible formats (e.g., screen reader compatible, plain language, etc.)
  - *Built and physical barriers* include elements in the physical environment that create barriers for people with disabilities (e.g., lack of a ramp or elevator to access different levels, door widths that prohibit access for users of mobility devices).
2. DPI is committed to working with people with disabilities who require accommodation to meet transportation needs.
3. Accessibility by design is recognized in this document as intentionally incorporating accessibility into all planning, programming and delivery of goods, services and facilities.

DPI will continue to provide inclusive programs, services and employment opportunities that respect dignity, advances independence, and fosters barrier-free participation of people with disabilities.

DPI will continue to develop, implement and maintain policies that oversee how the organization achieves or will achieve accessibility through meeting this Regulation. The multi-year accessibility plan will be reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the DPI website and internal bulletin board.

The following multi-year plan will guide DPI in actions, decision-making and service approaches to the delivery of DPI's goods, services and facilities.

### **1. Leadership and Accountability**

- Adopt a culture of equity and inclusion within the DPI organization, by challenging assumptions and biases when planning and delivering goods, services and facilities.
- Identify and address discriminatory, processes and behaviors.
- Establish an accountability and compliance framework to ensure accessibility goals are achieved.

### **2. Dignity and Independence**

DPI's goods, services and facilities will be provided to people of all abilities in a manner that respects the dignity, diversity and abilities of all individuals.

- Create and maintain an atmosphere of dignity and respect for all employees and visitors
- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment
- Respect the independence of employees and visitors with disabilities by enabling their access to DPI's goods, services and facilities.

### **3. Integration and Equity**

DPI's goods, services and facilities will be provided to people of all abilities in a similar way, unless an alternative measure is necessary to enable people with disabilities to obtain, use or benefit from the goods, services or facilities.

- Ensure people with disabilities can access and benefit from the same goods, services and facilities in an equitable way as others.
- Seek permanent accessibility solutions for employees and visitors with disabilities.
- Consider individual needs and provide accessible formats, communication supports or other accommodations to ensure equal outcomes.

#### 4. Accessibility by Design

A barrier-free environment is reached when accessibility is incorporated into the design of DPI building planning, procurement and implementation of DPI's goods, services and facilities to address the needs of all employees and visitors.

- Incorporate accessibility in the earliest planning stages of new facilities throughout the design, development, operation and procurement.
- Create permanent inclusive solutions ensuring accessibility for people with disabilities.
- Ensuring accommodation processes incorporate an approach that recognizes and addresses accessibility barriers (e.g., attitudinal, systemic, information, communications and technology, built / physical environment)

#### 5. Innovation and Adaptability

DPI seeks new approaches and solutions to accessibility and adapts to new technologies that facilitate increased participation of DPI employees and visitors with disabilities.

- Recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone.
- Seek continuous improvement of processes and procedures.
- Investigate technologies, products and services that will improve accessibility for DPI employees and visitors with disabilities.

#### 6. Collaboration and Engagement

Addressing accessibility barriers requires a Joint approach and is a shared responsibility of DPI's Manager and staff.

- Commit to ongoing engagement with employees and visitors with disabilities when designing and implementing DPI's goods, services and facilities.
- Consult with the Manager and department heads on AODA requirements.
- Ensure that employee and public engagement activities are accessible.

### GENERAL ACCESSIBILITY

The general requirements of the *integrated accessibility standards regulation* (IASR) under the AODA requires DPI to have accessibility policies, a statement of commitment, and a multi-year accessibility plan.

## 1. Accessible Emergency Information

DPI will provide employees with disabilities individualized emergency response information when necessary, and as soon as possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee. DPI will continue to review the individualized workplace emergency response plans, when necessary.

- The location of the employee changes and/or if there are any changes in disability.

## 2. Accessibility Policies and Plans

DPI has developed a statement, policy, program, and multi-year plan that outlines strategies and actions to identify, prevent, and remove barriers for persons with disabilities.

## 3. Training

Accessibility and inclusion of people with disabilities are a core value for DPI and for that reason, DPI provides training to employees on accessibility standards. Training is provided in a way that best suits the duties and needs of employees and every person who deals with the public on behalf of DPI. In addition, employees may require training as it is required to do their duties and responsibilities of their position. DPI has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational and training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees complete training within the probationary period.
- Track and maintain a database of training records of participant names and dates of completion within our training system.

## CUSTOMER SERVICE STANDARD

DPI uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of people with disabilities.
- The provision of goods and services to people with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable people with disabilities to obtain, use, or benefit from the goods or services.
- People with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.

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- People with disabilities may use assistive devices and/or support people in the access of goods and services.
- People with disabilities and their service animals are accommodated in all aspects of service provision.
- DPI representatives, when communicating with a person with a disability, will do so in a manner that considers the person's disability.

The following measures have been implemented by DPI:

- The Accessibility Policy Statement has been published on all corporate communication boards.
- The Accessibility Program has been created and is accessible upon request.
- The Multi-Year Accessibility Plan has been published on the corporate website for public viewing.
- Training will be provided to address how to interact with and/or accommodate people with disabilities. Employees will gain an understanding of their responsibilities in creating an inclusive and accessible environment that is accepting and respectful of people's differences.
- Completion of training for all employees is tracked and recorded in our training system.
- Comments relating to our programs and services regarding customer service are welcomed and appreciated. A process will be established to encourage feedback regarding the way DPI provides goods and services to people with disabilities. This feedback can be made verbally, by email, or in writing. All feedback is directed to the Human Resources department.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to enter DPI premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to their support person and/or service animal while on our premises.

### INFORMATION AND COMMUNICATION STANDARD

DPI is dedicated to meeting the communication needs of people with disabilities. We will consult with and request feedback from people with disabilities to determine their information and communication needs. We want all users to have the most effective and efficient access to information and our goods and services.

- DPI has undertaken the following plans to ensure compliance with this standard:
- A feedback process will be established that is accessible, ensuring alternative formats are also available, such as, telephone inquiries, email, and in-person. These processes will be communicated and available upon request

- Our website will be upgraded to be user friendly for people with a range of needs. People with disabilities are encouraged to contact DPI via email or phone if they require additional information.

DPI will ensure that all websites and content on those sites conform to Web Content Accessibility Guidelines.

- Improve user experiences for everyone, including people with disabilities
- Protect your website and apps from regulatory penalties
- Become more accessible and reach new audiences online.

### EMPLOYMENT STANDARD

DPI is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. DPI has taken the following steps to notify the public and employees that, when requested, DPI will accommodate people with disabilities throughout the recruitment and onboarding process.

#### **1. Recruitment**

DPI is committed to ensuring that our recruitment, selection, and assessment processes are fair and accessible. All supervisors, managers, and employees involved in staffing at any time will be required to complete AODA training.

DPI has taken the following steps to ensure compliance with this standard:

- Accommodations are available for applicants with disabilities in the recruitment process within job descriptions, job postings, interviews, selection, and assessments.
- Provide employees with information on policies supporting people with disabilities. This information should be provided to new employees during the onboarding and integration process.
- Provide updated information on accommodation policies to employees when changes occur.

#### **2. Documented Individual Accommodation Plans**

DPI is dedicated to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requires an individual accommodation plan.
- Ability to request additional/alternative assessments to determine if accommodation can be achieved and how.

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- High level of confidentiality.
- Regular review and updates.
- Providing individual accommodation plans in a format that considers the needs of the employee.
- If required, include individualized workplace emergency response information.

### ACCESSIBLE FACILITIES AND PUBLIC SPACES

#### 1. Accessible Emergency Information

DPI is committed to creating and implementing a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability. When applicable, DPI will develop and maintain a return-to-work process for employees who have been absent due to a disability and require disability-related accommodations to return to work. The process will include the steps DPI will undertake to facilitate the return-to-work process and use documented individual accommodation plans.

#### 2. Performance Management and Career Development

DPI is dedicated to ensuring the accessibility requirements of employees with disabilities are considered in performance management and assessments, career progression plans, and position reassignments.

DPI will continue to review and update policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are considered when using performance management processes.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans, are considered when providing career development and advancement opportunities.
- The accessibility needs of employees with disabilities, as well as individual accommodation plans, are considered when reassigning employees with disabilities.

#### 3. Design Of Public Spaces

DPI public areas currently meet the required Accessibility Standards for the design of public spaces. DPI will establish plans to continue to meet the Accessibility Standards when building or making major modifications to public spaces. DPI will take appropriate measures to prevent service disruptions to public area accessibility. In the event of service disruption, DPI will notify the public of the service disruption and alternative accessibility available for obtaining goods and services.

### TRANSPORTATION

The Transportation Standard under the IASR outlines requirements to prevent and remove barriers to public transportation, including bus stops and shelters, and licensing of vehicles-for-hire, including taxicabs and private

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transportation companies. In addition to AODA requirements, the DPI is committed to increasing accessibility to City sidewalks and roadways.

### Initiative:

- Continue to research and incorporate methods to improve accessibility on DPI properties
- Ensure accessibility considerations are incorporated in the earliest planning stages. This includes DPI ensuring accessibility is applied to future policies and plans.
- Ensure access to public transportation and accommodate work hours to ensure employees with disabilities have access to public transportation.
- Conduct a review of snow removal policies, practices and procedures using an accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities (Transportation Services).
- Sidewalks and roadways are accessible and facilitate easy and safe mobility for all employees and visitors.

### UPDATES TO THIS POLICY

This policy may be updated or amended based on direction from the Government of Ontario.

### RETENTION

DPI Will ensure that copies of this policy, including any subsequent revisions, are retained for a period of three years after the policy ceases to be in effect.