

SAF-HOLLAND Canada Limited Multi-year Accessibility Plan

The accessibility plan outlines the policies and actions that **SAF- HOLLAND Canada Limited** will put in place to improve opportunities for people with disabilities. The Multi-year Accessibility Plan will be modified on a yearly basis to reflect SAF- HOLLANDS commitment to improving our services for those with disabilities, and to maintain compliance with the IASR.

Statement of commitment

SAF- HOLLAND Canada Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Customer Service Standard

SAF- HOLLAND Canada Limited has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies. Regulation 429/07 required private organizations to comply with the Customer Service Standard as of January 1, 2012.

SAF- HOLLAND Canada Limited is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. **SAF- HOLLAND Canada Limited** policy HS11.26 outlines our commitment to accessibility for each area of the Customer Service Standard., which is also available in an accessible format upon request.

Customer Service

SAF- HOLLAND Canada Limited has created and put in place an integrated Accessibility Policy that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Let's customers know when accessible services aren't available
- Invites customers to provide feedback

SAF- HOLLAND Canada Limited has trained staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

SAF- HOLLAND Canada Limited has reported progress online by filing an accessibility report.

Employment Standard: Workplace Emergency Response Information

Accessible Emergency Information

SAF- HOLLAND Canada Limited is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

SAF- HOLLAND Canada Limited is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

SAF- HOLLAND Canada Limited will review the emergency response information when:

- The employee changes work locations;
- We review the employee's overall accommodation needs;
- We review our organization's emergency response policies.

General Requirements

Training

SAF- HOLLAND Canada Limited provides training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. **SAF- HOLLAND Canada Limited** takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

1. Deliver training to all employees that require AODA training:

- All employees and volunteers, including paid and unpaid positions;
- Anyone who is involved in developing your organization's policies, including managers, senior leaders, directors and owners, and;
- Anyone who provides goods, services or facilities on your behalf, such as facilities management.

Information and Communications Standard

Feedback

To comply with the AODA Customer Service Standard, **SAF- HOLLAND Canada Limited** has put into place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability.

SAF- HOLLAND Canada Ltd has made the feedback process available to the public, and is available in accessible formats on request.

SAF- HOLLAND Canada Limited has taken the following steps to ensure existing feedback processes are accessible to employees with disabilities upon request by January 1, 2015:

- Create a feedback process to receive and respond to feedback from our employees.
- Make the feedback process accessible in multiple formats, such as telephone, email, mail, and in-person.

SAF- HOLLAND Canada Limited is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

SAF- HOLLAND Canada Limited has taken the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014:

- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language.
- Make all functionality available from a keyboard.
- For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

SAF- HOLLAND Canada Limited will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016:

- Let the public know that we will make information accessible upon request.
- Consult with people who request accessible information to figure out how to meet their needs, as soon as possible.

SAF- HOLLAND Canada Limited will take the necessary steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

Employment Standard

Recruitment

SAF- HOLLAND Canada Limited is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, **SAF- HOLLAND Canada Limited** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

Information for Employees

SAF- HOLLAND Canada Limited has taken the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. By January 1, 2016, we will:

- Ensure our staff knows about our organization's policies for supporting employees with disabilities.
- Inform our employees about these policies when:
 - this requirement comes into effect for **SAF- HOLLAND Canada Limited**, and;
 - when we hire new employees;
 - when we change the policies.

Processes to Accommodate Employees

SAF- HOLLAND Canada Limited will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. By January 1, 2016, we will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
 - have been absent because of a disability, and
 - need some form of disability-related accommodation to return to work.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account at **SAF- HOLLAND Canada Limited** By January 1, 2016, we will:

- Make performance management accessible by:
 - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed
 - Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and
 - Providing feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.
- When we provide career development opportunities, consider what accommodations your employees with disabilities may need to:
 - learn new skills, or;
 - take on more responsibilities in their current position;
 - consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.

Other

SAF- HOLLAND Canada Limited will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of SAF Holland Canada Ltd as required and requested.



Design of Public Spaces

SAF- HOLLAND Canada Limited will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- Service-related elements like service counters, and waiting areas

SAF- HOLLAND Canada Limited will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR.


In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Contact Information

For more information, questions, or concerns regarding accessibility at **SAF- HOLLAND Canada Limited** or to request communication in an accessible format, please contact the **SAF- HOLLAND Canada Limited** Accessibility Officer. Bill Carter

Phone: 519-537-2366

Email: bill.carter@safholland.com

Reviewed 2020 

Reviewed 2025 _____

Reviewed 2030 _____