

Hyundai Auto Canada. MULTI-YEAR ACCESSIBILITY PLAN

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

CONTENTS

PART I GENERAL REQUIREMENTS	2
PART II INFORMATION AND COMMUNICATIONS STANDARDS	4
PART III EMPLOYMENT STANDARS	10
PART IV PUBLIC SPACES	17
REVISION HISTORY	20

MULTI-YEAR ACCESSIBILITY PLAN

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
1	Establishment of Accessibility Policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policy has been developed, implemented and is being maintained.	Completed	January 1, 2014
2	Accessibility Plans	(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Multi-year plan has been developed and implemented and is currently being maintained. Next review: April 1, 2029	Completed	May 2021

Section	Initiative	Description	Action	Status	Compliance Date
3	Self-Serve Kiosks	(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	N/A	N/A	
4	Training	(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization 's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	All Ontario staff have been provided training. New hires are trained as part of on-boarding process. Training records will be reviewed annually to ensure all training is up to date and tracked.	Completed	January 1, 2015

PART II – INFORMATION AND COMMUNICATIONS STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
5	Feedback	(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Feedback process is contained in the Policy.	Completed	January 1, 2015
6	Accessible Formats & Communication Supports	(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person 's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Contact information provided on our website and employees are informed where to direct the customer to find it if asked for a copy.	Completed	January 1, 2016
7	Applies to Internal/External communication	(2) The obligated organization shall consult with the person making the request in	Communication and training to ensure on-going awareness of accessible formats	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		determining the suitability of an accessible format or communication support.	and communication supports.		
8	Accessible Formats	(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Posted on website.	Completed	January 1, 2016
9	Emergency Procedures, Plans or Public Safety Info	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Posted on H&S Boards.	Completed	January 1, 2012
10	Accessible Websites & Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA,		Completed by Marketing	January 2021

Section	Initiative	Description	Action	Status	Compliance Date
		and shall do so in accordance with the schedule set out in this section.			
11	Educational & Training Resources & Materials	<p>(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> 1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by, <ol style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 	N/A	N/A	January 1, 2013

Section	Initiative	Description	Action	Status	Compliance Date
		2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.			
12	Training to Educators	(1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	N/A	N/A	January 1, 2013
		(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	N/A	N/A	January 1, 2013
13	Producers of Educational or Training Material	(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall	N/A	N/A	January 1, 2015

Section	Initiative	Description	Action	Status	Compliance Date
		upon request, make accessible or conversion ready versions of the textbooks available to the institutions.			For accessible or conversion ready versions of textbooks
14	Producers of Educational or Training Material	(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.	N/A	N/A	
15	Libraries of educational & training institutions	(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.	N/A	N/A	January 1, 2015 For print-based resources or materials January 1, 2020

Section	Initiative	Description	Action	Status	Compliance Date
		(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).			For digital or multimedia resources or materials

PART III – EMPLOYMENT STANDARD

Section	Initiative	Description	Action	Status	Compliance Date
16	Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Posted on Careers site.	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
17	Recruitment, Assessment or Selection Process	<p>(1) During a recruitment process, an employer shall 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall 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.</p>	Candidates are notified during the recruitment process and asked if any accessibility accommodations are required.	Completed	January 1, 2016
18	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Added to all Offer Letter Templates. All new hires will be sent a copy of our AODA policy in their new hire package.	Completed	January 1, 2016
19	Informing Employees of Supports	(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee 's accessibility needs due to disability.	Hyundai Canada has an Accommodation Policy 1.11 that was previously announced and new employees are made	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
			aware of it in the New Hire Orientation.		
		(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	This information is provided in New Hire Orientations.	Completed	January 1, 2016
		(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	On-going.	Completed	January 1, 2016
20	Accessible Formats & Communication Supports for Employees	(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee 's job; and (b) information that is generally available to employees in the workplace.	On-going.	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		Completed	January 1, 2016
21	Workplace Emergency Response Information	(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Process and Form completed.	Completed	May 2021
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee 's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		Completed	May 2021
		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee 's disability.		Completed	May 2021

Section	Initiative	Description	Action	Status	Compliance Date
		(4) Every employer shall review the individualized workplace emergency response information, <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee 's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 		Completed	May 2021
22	Documented Individual Accommodation Plans	(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Process documented.	Completed	January 1, 2016
		(2) The process for the development of documented individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> 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. 	Process and Individual Accommodation Forms have been developed.	Completed	May 2021

Section	Initiative	Description	Action	Status	Compliance Date
		<ol style="list-style-type: none"> 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer 's expense, to determine if and 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. 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. 			

Section	Initiative	Description	Action	Status	Compliance Date
23	Return to Work Process	(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	Return to Work Process has been reviewed and is compliant.	Completed	January 1, 2016
		(2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.	Procedure has been reviewed and is compliant.	Completed	January 1, 2016
		(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.		Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
24	Performance Management	(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Ensure Performance Management documentation and process covers this requirement.	Completed	January 1, 2016
25	Career Development & Advancement	(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Ensure this requirement is communicated and trained to Managers and HR and it is considered when mapping out individual career plans.	Completed	January 1, 2016
26	Redeployment	(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		Completed	January 1, 2016

PART IV – PUBLIC SPACES

27	Design of Public Spaces Exterior Paths	<p>80.21 (1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p> <p>(2) This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992. O. Reg. 413/12, s. 6.</p>	N/A		Completed in 2013 and 2015
28	Design of Public Spaces Outdoor Eating Areas	<p>80.16 (1) The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6. (2) The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically</p>	N/A		Completed in January 2013 and updated in 2015

		intended for use by the public as a place to consume food. O. Reg. 413/12, s. 6. Outdoor public use eating areas, general requirements 80.17 Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements: 1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement. 2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable. 3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables. O. Reg. 413/12, s. 6.			
29	Design of Public Spaces Outdoor Play Spaces	80.19 When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:	N/A		Completed in 2013 and 2015

		<p>1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities. 2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.</p>			
30	<p>Design of Public Spaces</p> <p>Accessible Parking Spaces</p>	<p>Types of accessible parking spaces</p> <p>80.34 Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:</p> <p>1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.</p> <p>2. Type B, a standard parking space which has a minimum width of 2,400 mm. O. Reg. 413/12, s. 6.</p>	N/A		Completed in 2013 and 2015
31	Fixed Queuing Guides	<p>80.42 When constructing new fixed queuing guides, the following requirements must be met: 1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.</p> <p>2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines</p>	N/A		Completed in 2013 and 2015

		change direction. 3. The fixed queuing guides must be cane detectable. O. Reg. 413/12, s. 6.			
32	Waiting Areas	80.43 (1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6. (2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. O. Reg. 413/12, s. 6.	N/A		Completed in 2015

REVISION HISTORY

Creation Date: November 2014

Reviewed Date: November 2015

Review Date: November 2016

Review Date: May 2021

Review Date: April 2026

Date of Next Scheduled Revised: April 2029