

**Multi-Year Accessibility Plan for ADESA Auctions Canada Corporation  
and its Subsidiaries and Affiliates (Ontario)**

Requirements	Planned Action	Responsibility	IASR Compliance	Completion Date
<b>Customer Service &amp; General Standards</b>				
Accessibility policies, practices and procedures	Company will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR	Advisory Committee	Jan 1 2014	<b>Jan 1 2014</b>
Multi-Year Accessibility Plan	Company will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA, and will update the plan at least once every five years  Alternate formats of this accessibility plan are available upon request.	Advisory Committee	Jan 1 2014	<b>Jan 1 2014</b>
Self-Service Kiosk	Company will implement a process for making features of the self-service kiosks, if applicable	Advisory Committee / Purchasing, IT Departments	Jan 1 2014	Completed
Accessible Websites	Company will meet the specifications of WCAG 2.0 A, if applicable	Advisory Committee / IT Department	Jan 1 2014	<b>Jan 1 2014</b>
Training	Company will provide training to all employees, persons who deal with customers and the public on its behalf on the Human Rights Code as it pertains to persons with disabilities.  Company will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.  Training will re-occur when there are changes to the accessibility policies.	Advisory Committee/HR	Jan 1 2015	<b>Jan 1 2015</b>
Maintenance of Accessible Elements	Site Management will develop a notification service disruption protocol, when emergency maintenance is required to any available accessible element, and communicate to customers and staff so that support persons and service animals are permitted onto company premises.	Site Management/ Advisory Committee/HR	Dec 1 2017	<b>Upon Request</b>
Feedback	Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	Advisory Committee	Jan 1 2015	<b>Upon Request</b>
Accessible Format and Communication Supports	Company will review the communication needs of people with visual hearing, learning, and the barriers to communication.  Develop process for customers to request and be provided with information and communication in an accessible format.	Advisory Committee	Jan 1 2016	<b>Upon Request</b>

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Employment	<p>Company will promote employment opportunities for the designated groups including persons with disabilities.</p> <p>On job advertisements specify that accommodation is available for job applicants with disabilities.</p>	Advisory Committee / Department Managers /HR	Jan 1 2016	Jan 1 2016
<b>Information and Communication Standards</b>				
Workplace Emergency Procedures, Plans,	<p>Company will:</p> <ul style="list-style-type: none"> <li>-Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency</li> <li>-Update our emergency procedure to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities</li> <li>-Upon request, provide the information in an accessible format</li> </ul>	Advisory Committee/ JHSC	Jan 1 2012	Jan 1 2012
Accessibility policies, practices and procedures	<p>Company will:</p> <ul style="list-style-type: none"> <li>-Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.</li> <li>-Will post in a visible place.</li> <li>-Upon request, provide in an alternative format</li> </ul>	Advisory Committee/IT	Jan 1 2014	Jan 1 2014
Multi-year plan	<p>Company will:</p> <ul style="list-style-type: none"> <li>-Assess barriers to information and communications systems/platforms.</li> <li>-Create documents in a structured electronic format to allow for easier conversion to accessible formats.</li> </ul>	Advisory Committee/IT	Jan 1 2014	Jan 1 2014
Taking a person's disability into account when communication or providing information in accessible formats and communication supports	<p>Company will:</p> <ul style="list-style-type: none"> <li>-Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist.</li> <li>-Have a process in place for customers to request and be provided with information and communication in an accessible format.</li> <li>-Post in a conspicuous place on the premises.</li> </ul>	Advisory Committee/IT	Jan 1 2016	Upon Request
Feedback	<p>Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p>	Advisory Committee/IT	Jan 1 2015	Upon Request
Accessible websites and web content	<p>Company will:</p> <ul style="list-style-type: none"> <li>-Develop a web accessibility business case to obtain a budget and resources.</li> <li>-Train in-house IT and the people who will use the software to make the website accessible.</li> <li>-Launch accessible website and monitor for accessibility and compliance with the guidelines and the law.</li> </ul>	Advisory Committee/IT	<p>Jan 1 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 LevelAA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5</p>	Jan 1 2021

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			Audio Descriptions (Pre-recorded)	
Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on website accessibility		On going	
<b>Employment Standards</b>				
Workplace emergency response information	Company will: -Provide individualized workplace emergency response information to employees who have disclosed a disability. -With employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. -Individualized workplace emergency response information will be reviewed when changes occurs with employee (change in work location, position, accommodation changes)	Advisory Committee/JHSC/Managers	Jan 1 2012	Jan 1 2012
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Advisory Committee/JHSC/Managers	None	
Recruitment	Company will: -Promote employment opportunities for the designated groups, including persons with disabilities -On job advertisements, specify that accommodation is available for job applicants with disabilities -Inform candidates of accommodation: when called for interview, during the selection process, at time of job offer and at orientation	Advisory Committee/Managers	Jan 1 2016	Jan 1 2016
Support information for employees	Company will: -Inform employees of policies and supports for employees with disabilities as soon as practicable during the on boarding process.	Advisory Committee/Managers	Jan 1 2016	Jan 1 2016
Accessible formats and communication	Upon request by an employee with disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request	Advisory Committee/HR/Managers	Jan 1 2016	Upon Request
Documented individualized plans	Company will: -Develop a written process for developing individual accommodation plans -Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return	Advisory Committee/HR/Managers	Jan 1 2016	Jan 1 2016
Performance assessment, career development and advancement and redeployment	Company will: -Take into account the accessibility needs	Advisory Committee/HR/Managers	Jan 1 2016	Jan 1 2016
Training	Company will:		Ongoing	

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	-Provide training in respect of any changes to the policies described in the employment standard section of the Regulation			
<b>Transportation Standards</b>				
<p>Transportation standard applies to conventional and specialized public transportation providers that operates solely in Ontario. This includes conventional transportation such as transit buses, motor coaches, and rail-based transportation and specialized transportation services for people with disabilities. It also applies to other transportation services provided by public school boards, hospitals, colleges, universities, municipalities and certain ferries.</p> <p>This standard does not apply to ADESA Auctions Canada Corporation (the "Company") and its subsidiaries and affiliates.</p>				
<b>Built Environment Standards</b>				
The Company will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.				
Multi-Year Plan	Company will include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.	Advisory Committee/HR/Managers	Ongoing	December 29, 2023

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