



Multi-Year Accessibility Plan

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) develops, implements and enforces accessibility standards so that persons with disabilities may access goods, services, facilities, accommodation and employment. Under the AODA, Ontario Regulation 191/11, "Integrated Accessibility Standards (IASR)," came into force on July 1, 2011. The Regulation establishes accessibility standards for information and communication, employment and transportation.

This accessibility plan outlines the policies and actions that Bend All Automotive will put in place to comply with the AODA and improve opportunities for people with disabilities by 2025. This plan will be reviewed every five years in accordance with the IASR.

Statement of Commitment

Bend All 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 requirements under the AODA.

Accessibility Standards Policy

Bend All is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. Bend All has drafted a policy that will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services in the same place and in a similar manner as other customers.

Completion Date: January 1, 2014

Accessible Emergency Information

Emergency procedures, plans and public safety information that are prepared by Bend All will be made available in an accessible format as soon as practicable upon request. We will also provide employees with disabilities with individualized emergency response plans when necessary.

Completion Date: January 1, 2012

Training

Bend All is committed to implementing a process to ensure that all employees, volunteers, third-party contractors who provide goods, services and facilities on Bend All's behalf, and any other persons participating in the development and approval of Bend All policies, are provided with appropriate training on the requirements of the AODA and on the Ontario Human Rights Code as it pertains to persons with disabilities and are provided with training as soon as practicable. Bend All will also maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

Completion Date: January 1, 2015

Information and Communications Standards

Bend All is committed to making company information and communications accessible to persons with disabilities upon request. Bend All will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that need the needs of persons with disabilities. Bend All will ensure the existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for provision of accessible formats upon request. Bend All will ensure that all new public website and intranet content meet AODA Information and Communication Standards, and that compliance with international accessibility guidelines WCAG 2.0 are met by January 1, 2021.

*Completion Dates: January 1, 2014 for Communication Standards; WCAG 2.0 Level A
January 1, 2021 for WCAG 2.0 Level AA*

Employment

Bend All is committed to fair and accessible employment practices that attract and retain employees with disabilities. Bend All will notify candidates that accommodation is available throughout all stages of the recruitment process. All current employees and new hires will be informed of Bend All policies regarding accommodation for employees with disabilities. Bend All provides individualized return to work plans for all employees that have been absent from work due to a disability. Plans will be provided to employees in a format that takes into account the employees accessibility needs. Bend All will ensure to take the accessibility needs of employees with disabilities into account when assessing their performance, managing career development and advancement and during redeployment.

Completion Date: January 1, 2016

Design of Public Spaces

Bend All will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.