



Name	Accessibility for Ontarians with Disabilities Act (AODA) Policy	Page 1 of 5
Date	January 2014	Last Revised November 2025

INTENT	The following policy has been established by Mazda Canada Inc. ("Mazda Canada") to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.
STATEMENT OF COMMITMENT	Mazda Canada 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, 2005 and its regulations.
APPLICABILITY	This policy applies to all employees, volunteers, and agents of Mazda Canada in the province of Ontario.
DEFINITIONS	<p>Below is a list of definitions in alphabetical order used in this policy, as set out in the Regulation:</p> <p>Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.</p> <p>Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.</p> <p>Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.</p> <p>Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.</p>

Internet Website means a collection of related web pages, images, videos, or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

New Internet Website means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff when a particular job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines means the World Wide Web consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

**GUIDELINES &
REQUIREMENTS**

Accessibility Plan

Mazda Canada will develop, maintain, and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

Mazda Canada's Accessibility Plan will be posted on the company website and will be reviewed and updated at least once every five years. Upon request, we will provide a copy of the Accessibility Plan in an accessible format. See Appendix A for the most recent plan.

Training

Mazda Canada will ensure that training is provided in accordance with the requirements of the Regulation, which include training on the Ontario Human Rights Code as it pertains to persons with disabilities. This training applies to:

- all employees and volunteers;
- all persons who participate in developing Mazda Canada's policies; and,
- all other persons who provide goods, services, or facilities on behalf of the company

The training will be appropriate to the duties of the employees, volunteers, and

other persons.

Employees will be trained when changes are made to the Accessibility Policy. New employees will be trained as part of the hiring process, or as soon as practicable.

Mazda Canada will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS

Feedback

Mazda Canada will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Format and Communication

Upon request, Mazda Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to disability.

Mazda Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

Accessible Website and Web Content

Mazda Canada will ensure that all Mazda Canada websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A by January 1, 2014, except where this is impracticable.

Mazda Canada will ensure that all Mazda Canada websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2021, except where this is impracticable.

EMPLOYMENT

Mazda Canada is committed to fair and accessible employment practices.

Recruitment

Mazda Canada will notify its employees and the public about the availability of

accommodation for applicants with disabilities in its recruitment process.

Mazda Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Mazda Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

When making offers of employment, Mazda Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Mazda Canada will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Mazda Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his or her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Mazda Canada will consult with the employee making the request.

Workplace Emergency Response

Mazda Canada will 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. Mazda Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Mazda Canada will, with the consent of the employee, provide the workplace emergency response information to any

persons designated by Mazda Canada to aid the employee.

Mazda Canada will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when Mazda Canada reviews its general emergency response policies.

Individual Accommodation Plans

Mazda Canada will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities in accordance with the requirements set out in the Regulation.

Performance Management, Career Development and Advancement & Redeployment

Mazda Canada will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Appendix A: AODA Multi-Year Accessibility Plan

Questions about this policy?

If anyone has questions about this policy, please contact the Mazda Canada Legal Office or People & Culture (HR) Department at 55 Vogell Road, Richmond Hill, Ontario L4B 3K5 or call 905-787-7000.



Name	AODA MULTI-YEAR ACCESSIBILITY PLAN (Appendix A)	Page 1 of 15
Date	January 2014	Last Revised November 2025

INTRODUCTION	<p>The following plan has been established by Mazda Canada Inc. ("Mazda Canada") to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.</p> <p>These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.</p> <p>Mazda Canada will develop, maintain, and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.</p> <p>Mazda Canada's Accessibility Plan will be available on the company website available to all Mazda Canada employees and the public. The plan will be reviewed and updated at least once every five years. A copy of the Accessibility Plan in an accessible format can be requested using the contact information at the end of this document.</p>
INTENT	<p>This 2026 to 2029 accessibility plan outlines the policies and actions that Mazda Canada will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the <u>Integrated Accessibility Standards, Ontario Regulation 191/11.</u></p>
STATEMENT OF COMMITMENT	<p>Mazda Canada 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, 2005 and its regulations.</p>

Integrated Accessibility Standards Regulation ("IASR") Requirements

PART 1 – GENERAL REQUIREMENTS Mazda Canada recognizes that to create an accessible and barrier free workplace and operation, the core principles of accessibility legislation (dignity, independence, integration, and equal opportunity) must be integrated into our policies, procedures, training, and best practices. Mazda Canada has created an accessibility policy and training, all of which are reviewed on a regular basis.

a) Accessibility Policies & Plans

Section	Activity	Status
3	<p><i>Establishment of Accessibility Policies:</i></p> <p><i>3.(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.</i></p> <p><i>2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</i></p> <p><i>Action(s) - Developed and implemented policy. Statement of organizational commitment included in the policy. Policy posted on website. Mazda Canada will provide copies in an accessible format upon request.</i></p>	Complete/Ongoing
4	<p><i>Accessibility Plans:</i></p> <p><i>4.(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</i></p>	Completed/Ongoing

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.

Action(s) - Multi-Year Accessibility Plan established and implemented. Mazda Canada will provide copies of the Multi-Year Accessibility Plan in an accessible format, upon request and post a copy on the website. Multi-Year Accessibility Plan will be reviewed and updated as necessary, but in any event no later than January 2026.

b) Accessibility Training

Section	Activity	Status
7	<p><i>Training:</i></p> <p><i>7.(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.</i></p> <p><i>(5) Every large organization 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.</i></p> <p><i>In accordance with AODA requirements, training content will cover:</i></p> <ul style="list-style-type: none"><i>• An overview of the AODA and the requirements of the accessibility standards.</i><i>• How to communicate and interact effectively with people with various types of disabilities.</i><i>• Procedures for interacting with individuals who use assistive devices, service animals, or require a support person.</i>	Complete/Ongoing. Training is provided to all new employees of Mazda Canada. Ongoing training is provided in respect of changes to policies or 'refresher' training.

- *Instructions on the proper use of any equipment or devices available on the premises for people with disabilities.*
- *Steps to take if a person with a disability encounters difficulty accessing goods or services.*

Action(s) in response to 'Expanded Training Requirement': *All employees and volunteers of Mazda Canada Inc. regardless of their role or whether they interact directly with the public, will be trained on accessible customer service and how to interact with people with disabilities. Mazda Canada shall keep a record of such training. This expansion is considered a significant shift designed to foster a more inclusive culture across all aspects of an organization's operations.*

**PART 2 –
INFORMATION &
COMMUNICATION
STANDARDS**

Mazda Canada is committed to making our information and communications accessible to people of all abilities. Mazda Canada will follow best practices when developing, implementing, and maintaining information and communications strategies to ensure that information and communications are available and accessible to people with disabilities.

This includes websites, communication materials, telephone communications and face-to-face interactions.

By delivering information and communications in accessible formats to all Mazda Canada employees, clients, and partners, Mazda Canada will support the effective delivery of services.

a) Feedback

Section	Activity	Status
11	<p><i>11.(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.</i></p> <p><i>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</i></p> <p><i>Action(s)</i> - Mazda Canada will provide other accessible formats and communications supports upon request to ensure that persons with disabilities are able to provide feedback and receive a response. Information regarding how an individual may provide feedback to Mazda Canada is provided in our Accessibility Policy and this Multi-Year Accessibility Plan, which are posted on our website.</p>	<p>Complete/Ongoing.</p> <p>Mazda Canada has feedback processes accessible to persons with disabilities. Mazda Canada includes details about its feedback process on its website.</p>

b) Accessible Formats and Communication Supports

Section	Activity	Status
12	<p>12.(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.</p> <p><i>Action(s)</i> - Mazda Canada will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that considers the person's accessibility needs due to disability at a cost that is no more than the regular cost charged to other members of the public</p>	Complete/Ongoing. Mazda Canada accommodates requests for accessible formats and communication supports and notifies the public on its website.
12	<p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p><i>Action(s)</i> - Mazda Canada will consult with any individual who requests accessible formats and communications supports to determine the suitability of an accessible format or communication support.</p>	Ongoing. Mazda Canada accommodates requests for accessible formats and communication supports.
12	<p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p> <p><i>Action(s)</i> - The public will be notified by an Accessibility link on the mazda.ca website.</p>	Complete/Ongoing.

c) Accessible Website and Web Content

Section	Activity	Status
14	<p><i>14.(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, and shall do so in accordance with the schedule set out in this section.</i></p> <p><i>Action(s) – Mazda Canada will take the necessary steps to make its website and content conform with the required standards to the extent practicable.</i></p>	<p>Complete/Ongoing.</p> <p>As of January 1, 2014 -</p> <p>New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>As of January 1, 2021 - All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none">• success criteria 1.2.4 Captions (Live)• success criteria 1.2.5 Audio Descriptions (Prerecorded).

**PART 3 –
EMPLOYMENT
STANDARDS**

Mazda Canada is committed to fair and accessible employment practices that attract and retain talented employees of all abilities.

a) Recruitment

Section	Activity	Status
22	<p>Recruitment – General:</p> <p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p><i>Action(s)</i> - Mazda Canada will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally.</p>	Complete/Ongoing. Job postings include information about accessibility accommodations.
23	<p>Recruitment, Assessment or Selection Process:</p> <p>23.(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> <p><i>Action(s)</i> - For positions based in Ontario, Mazda Canada will comply with these requirements.</p>	Complete/Ongoing.

24	Notice to Successful Applicants:	Complete/Ongoing. Offer letters includes information about accessibility policies.
	<p><i>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</i></p> <p><i>Action(s) - When making offers of employment for positions based in Ontario, Mazda Canada will notify the successful applicant of its policies for accommodating employees with disabilities by including copies of its policies for accommodating employees in Ontario with disabilities along with the offer letter or employment contract.</i></p>	

b. Informing Employees of Supports

Section	Activity	Status
25	<p><i>25.(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.</i></p> <p><i>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</i></p> <p><i>(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.</i></p> <p><i>Action(s) – (1) Mazda Canada will inform its employees in Ontario of its policies used to support its employees in Ontario with disabilities by posting such policies on its internal intranet.</i></p> <p><i>(2) Mazda Canada will discuss and provide copies of its policies used to support its employees with disabilities in Ontario to new employees in Ontario as soon as practicable after commencing employment.</i></p>	<p>Complete/Ongoing. Policy and procedures are in place. Information on job accommodations is provided during employment offer process and new hire orientation.</p> <p>Employees are informed when policies are updated.</p>

(3) *Mazda Canada will provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that consider an Ontario employee's accessibility needs due to disability by updating the information on its internal intranet.*

c. Accessible Formats and Communication Supports

Section	Activity	Status
26	<p><i>26.1. 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.</i></p> <p><i>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</i></p> <p><i>Action(s) – (1) Upon the request of an employee in Ontario with a disability, Mazda Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to other employees.</i></p> <p><i>(2) In Ontario, when determining the suitability of an accessible format or communication support, Mazda Canada will consult with the employee making the request.</i></p>	Complete/Ongoing. Accommodation is provided as required.

d. Workplace Emergency Response Information

Section	Activity	Status
27	<p>27.(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.</p> <p>(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 aid the employee.</p> <p>(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.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (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.</p> <p><i>Action(s)</i> – (1) Mazda Canada will consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. Individualized workplace emergency response information will be provided where Mazda Canada is aware of the employee's need for accommodation due to the employee's disability.</p> <p>(2) Part of the process for the provision of individualized workplace emergency response information if employee</p>	Complete/Ongoing. Accommodation is provided as required.

consent received.

(3) Part of the process for the provision of individualized workplace emergency response information.

(4) Mazda Canada will review the individualized workplace Emergency response information as required.

e. Workplace Emergency Response Information

Section	Activity	Status
28	<p>Documented Individual Accommodation Plans:</p> <p>28.(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.</p> <p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <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.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.	Complete/Ongoing. Individual accommodation plans for employees with disabilities include individual emergency response requirements.

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.

Action(s) – (1) Mazda Canada will develop and maintain a written process for the development of documented Individual accommodation plans for employees in Ontario with disabilities.

(2) Mazda Canada's written process for the development of Individual accommodation plans in Ontario will address the required elements.

f. Return to Work

Section	Activity	Status
29	<p>Return to Work Process:</p> <p>29.(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.</p> <p>29. (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</p> <p>28, as part of the process.</p>	<p>Complete/Ongoing.</p> <p>Process exists to accommodate return to work for employees with a disability.</p>

29. (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.*

Action(s) – (1) Mazda Canada will develop, document, and maintain a return-to-work process for its employees in Ontario who have been absent from work due to a disability and who require disability related accommodations to return to work.

(2) The return-to-work process will outline the steps Mazda Canada will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.

(3) Mazda Canada's return to work process will not replace or override any other return to work process created by or under any other statute.

g. Performance Management & Career Development

Section	Activity	Status
30	<i>Performance Management:</i> <i>30.(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.</i> <i>Action(s) - Mazda Canada will consider the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when conducting Performance management.</i>	Complete/Ongoing. Performance management process considers needs of employees with disabilities.
31	<i>Career Development & Advancement:</i> <i>31.(1) An employer that provides career development and advancement to its employees</i>	Complete/Ongoing. Career development and advancement process

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.

Action(s) - Mazda Canada will consider the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.

32	Redeployment: 32.(1) <i>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.</i>	Complete/Ongoing. Redeployment process considers needs of employees with disabilities.
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Questions? Please contact Mazda Canada Inc. People & Culture department (MCI-PeopleCulture@mazda.ca) should you have any questions or require additional information.