

Accessibility Policy & Multi-year Accessibility Plan

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*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

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.

Application

This policy applies to all employees, volunteers and agents of Mazda Canada in the Province of Ontario.

Definitions

Below is a list of definitions in alphabetical order used in this policy, as set out in the Regulation:

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.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

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.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

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.

Accessibility Policy & Multi-year Accessibility Plan

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 includes 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 takes into account 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.

Accessibility Policy & Multi-year Accessibility Plan

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 takes into account 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 take into account 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.

Accessibility Policy & Multi-year Accessibility Plan

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 provide assistance to 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 take into account 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.

Questions about this policy

If anyone has questions about this policy, please contact the Mazda Canada Legal Office or Human Resources Department at 55 Vogell Road, Richmond Hill, Ontario L4B 3K5 or call 1-800-263-4680.

Multi-year Accessibility Plan

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	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	Developed and implemented policy. Statement of organizational commitment included in the policy. Policy posted on website. Mazda Canada will	Complete	January 1, 2014

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		<p>accessibility standards referred to in this Regulation.</p> <p>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.</p>	<p>provide copies in an accessible format upon request.</p>		
4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility</p>	<p>Multi-Year Accessibility Plan established and implemented.</p> <p>Mazda Canada will provide copies of the Multi-Year Accessibility Plan in an accessible format, upon request and post a copy on the website.</p> <p>Multi-Year Accessibility Plan will be reviewed and updated as necessary, but in any event no later than January, 2024.</p>	Complete/Ongoing	January 1, 2014

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		plan at least once every five years.			
7	Training	<p>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,</p> <ul style="list-style-type: none"> (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. <p>(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.</p>	Mazda Canada shall conduct in person and online employee and volunteer training. Mazda Canada shall keep a record of such training.	Ongoing	January 1, 2015

Accessibility Policy & Multi-year Accessibility Plan

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>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.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>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.</p> <p>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>	Ongoing	January 1, 2015
12	Accessible Formats & Communication Supports	<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</p>	<p>Mazda Canada will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that takes into account the person's accessibility needs due to disabilities at a cost that is no more than the</p>	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		<p>persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>regular cost charged to other members of the public</p>		
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>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	January 1, 2016
12		<p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>The public will be notified by an Accessibility link on the mazda.ca website.</p>	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
14	Accessible Websites & Web Content	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.	Mazda will take the necessary steps to make it's website and content conform with the required standards to the extent practicable.	Ongoing	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>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 (Pre-recorded).

Accessibility Policy & Multi-year Accessibility Plan

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	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	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process	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. (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.	For positions based in Ontario, Mazda Canada will comply with these requirements	Ongoing	January 1, 2016
24				Ongoing	

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	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.		January 1, 2016
25	Informing Employees of Supports	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.	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	Ongoing	January 1, 2016
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Mazda Canada will 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.	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
25		25.(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.	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 take into account an Ontario employee's accessibility needs due to disability by updating the information on its internal intranet.	Ongoing	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	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, <ul style="list-style-type: none"> (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. 	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.	Ongoing	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	In Ontario, when determining the suitability of an accessible format or communication	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
			support, Mazda Canada will consult with the employee making the request.		
27	Accessible Formats & Communication Supports for Employees	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.	Mazda Canada will provide individualized workplace emergency response information to employees in Ontario who have a disability, where this information is necessary and where Mazda Canada is aware of the employee's need for accommodation due to the employee's disability	Complete	January 1, 2012
27		(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.	Part of the process for the provision of individualized workplace emergency response information, if employee consent received.	Complete	January 1, 2012
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation	Part of the process for the provision of individualized workplace emergency	Complete	January 1, 2012

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		due to the employee's disability.	response information.		
27		(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.	Mazda Canada will review the individualized workplace emergency response information as required.	Ongoing	January 1, 2012
28	Documented Individual Accommodation Plans	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.	Mazda Canada will develop and maintain a written process for the development of documented individual accommodation plans for employees in Ontario with disabilities.	Ongoing	January 1, 2016
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the	Mazda Canada's written process for the development of individual accommodation plans in Ontario will address the required elements.	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		<p>development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>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.</p> <p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p>			

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		<p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(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</p> <p>(b) shall document the process.</p>	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 in order to return to work.	Ongoing	January 1, 2016
29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required</p>	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	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
		<p>them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>individual accommodation plans as part of the process.</p>		
29		<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.</p>	<p>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.</p>	Ongoing	January 1, 2016
30	Performance Management	<p>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.</p>	<p>Mazda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when conducting performance management.</p>	Ongoing	January 1, 2016

Accessibility Policy & Multi-year Accessibility Plan

Section	Initiative	Description	Action	Status	Compliance Date
31	Career Development & Advancement	31.(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.	Mazda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.	Ongoing	January 1, 2016
32	Redeployment	32.(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.	Mazda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when redeploying employees.	Ongoing	January 1, 2016