



MITSUBISHI MOTOR SALES OF CANADA, INC.
2090 Matheson Blvd. East
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905-214-9000
www.mitsubishi-motors.ca

Accessibility Policy



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1. Purpose

This policy outlines the responsibilities of MMSCAN and employees who work and represent the Company in providing goods and services to people with disabilities in compliance with the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

The AODA applies to all sectors operating in Ontario and was created to address and ameliorate discrimination faced by people with disabilities. The purpose of AODA is to develop, implement and enforce accessibility standards to achieve accessibility for all Ontarians with respect to goods, services, facilities, accommodation, and employment. The objective of the policy is to provide all MMSCAN staff a basic understanding of accessibility, how it affects people with disabilities, what are the different types of disabilities, the need, and benefits of an accessibility plan and how to identify and work with people with disabilities to ensure they receive the same treatment and respect to their dignity.

Supporting documents are found in the Appendix and saved in the policies folder.

1.1. Statement of Intent and Commitment

Mitsubishi Motor Sales of Canada, Inc. (MMSCAN) recognizes the history of discrimination faced by people with disabilities. MMSCAN is committed to meeting all requirements set out in the AODA. We will work with our partners and employees to ensure that all people with disabilities are able to access goods and services provided by the Company and are treated with respect to their dignity and equality.

In order to achieve this, we first acknowledge the historical discrimination faced by persons with disability and encourage their full unhindered participation in society. MMSCAN provides comprehensive training to all employees on assisting individuals with disabilities. We identify and remove barriers that may prevent full participation in our products and services.

Our plan does not end at the status quo. We are committed to continuous development and promotion of accessibility for all Canadians and welcome all feedback and questions with regards to our vision.



Kenji Harada
President & CEO
MMSCAN

2. Scope

The AODA applies to all businesses and organizations operating in Ontario. This policy applies to all MMSCAN employees and third parties working with or on behalf of and representing the Company. It is important to apply the principles to all Canadians as full participation of all Ontarians of different ableness is a human rights requirement and a socioeconomic good.

3. Roles and Responsibilities

The Company, HR, management, and employees each have their responsibilities in realizing the AODA mandate and MMSCAN's commitment.

3.1. MMSCAN, HR and Management

As part of its overall accessibility plan, MMSCAN is committed to servicing customers, clients, partners, and employees and the public in a manner that respects their dignity and equality. This includes:

- Ensuring MMSCAN goods and services are accessible to all people with uninhibited independence to the greatest extent possible
- Respecting the dignity and worth of all customers and individuals
- Providing goods and services in an equitable manner
- Training all employees and providing them an understanding of accessibility and AODA
- Review the accessibility program and plan on an annual basis
- Complete the annual Accessibility Compliance Report

3.2. Employees

As representatives of a global brand, Employees of MMSCAN are responsible to read this policy and understand how they can identify and serve people with disabilities.

4. AODA

The AODA requires businesses to:

1. Establish policies, practices and procedures to provide goods and services to people with disabilities and assistive devices
2. Communicate and work with people with disabilities and take their disability into consideration
3. Train employees on [AODA](#) on how to interact with individuals with disabilities
4. Identify and remove barriers that prevents someone with a disability from participating fully in society
5. Allow people with disabilities to bring support people/aide and support animals when accessing goods and services
6. Accept feedback and make continuous improvements

The AODA stipulates accessible customer service standards, which requires MMSCAN to ensure compliance with respect to unhindered accessibility to goods and services by 2025. Providing unhindered goods and services requires fulfilling the above 6 measures.

It is important to understand and be able to identify different forms of disabilities and barriers.

5. MMSCAN Accessibility Plan and Administration

5.1. Training

MMSCAN provides AODA training delivered via online in the [OSG](#) platform. The training covers:

- The purpose of the AODA
- Requirements of AODA
- How to interact and communicate with persons of various types of disabilities, situations with assistive devices and support persons and service animals
- MMSCAN policies pertaining to the provision of goods and services to people with disabilities

MMSCAN will ensure employees are properly trained on AODA requirements and will commit to annual re-training to ensure continued compliance.

5.2. Recruitment

MMSCAN is an equal opportunity employer fostering an inclusive, accessible environment. We are committed to building an environment where all employees and customers feel valued, respected, and supported. MMSCAN will support applicants requiring accommodation during the recruitment process.

To realize this commitment, we will ensure to inform the public about the availability of accommodation for job applicants with disabilities, and indicate we are welcoming of any requests for accommodation in the entire hiring process.

Recruitment decisions are made on the relevant merits of the job applicant in relation to the relevant requirements of the job. Furthermore, MMSCAN regularly reviews and updates its job descriptions and job contents to ensure job requirements are relevant to job duties and responsibilities and do not unfairly, systemically, or subconsciously disadvantage job applicants with disabilities.

5.3. Accommodation

MMSCAN will make every effort to accommodate employees with disabilities. Once the employee has disclosed their disability to a supervisor, manager, or HR, reasonable accommodation measures will be taken. It is the responsibility of each employee to self-disclose, discuss, and request accommodation.

The accommodation plan includes:

1. How an employee with a disability participates in the development of the plan

2. How an employee is assessed on an individual basis
3. How MMSCAN can seek outside assistance/advice if required to help determine accommodation needs and plans
4. How information is kept confidential and protected
5. Information regarding the individual's Workplace Emergency Response information, if applicable
6. Accommodation details
7. How to provide the plan in accessible formats, if applicable
8. Schedules for action, review, and update
9. How MMSCAN intends to inform the team member with a disability on the status of the accommodation plan

The MMSCAN accommodation plan also covers employees returning to work from time away due to a disability, short-term or long-term.

5.4. Compliance

MMSCAN will complete the [AODA Compliance Accessibility Report](#) as required once every three (3) years to provide updates on its accessibility.

5.5. Feedback

Questions about the policy can be directed to:

Mail: Mitsubishi Motors Sales of Canada Inc.
Human Resources Department
2090 Matheson Blvd E, Mississauga, ON
L4W 5P8

Phone: 1-888 57 MITSU (1-888-576-4878)

Fax: 905-214-9089

Email: Beatriz.mendes@na.mitsubishi-motors.com

Website: <http://www.mitsubishi-motors.ca/en/contact/>

6. Multi-Year Plan

MMSCAN is committed to setting up and delivering on multi-year plans at least once every five years to remove barriers to accessibility. This section lists current tasks. Previous plan and achievements are covered in the Appendix.

2016-2021 Multi-year Plan	
Act and/or Employer Obligation	Action Plan
PART III: EMPLOYMENT STANDARDS	
<p>2016-2021 Plan 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>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p style="padding-left: 40px;">2022. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p style="padding-left: 40px;">2. The means by which the employee is assessed on an individual basis.</p> <p style="padding-left: 40px;">3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p style="padding-left: 40px;">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>HR developed a written process covered in Section 5.3 of this policy regarding accommodation.</p>

<p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>2022. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>2022. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>2022. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>(3) Individual accommodation plans shall,</p> <ul style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; <p>and</p> <ul style="list-style-type: none"> © identify any other accommodation that is to be provided. 	
<p>2016-2022 Plan Return to work process</p> <p>29. (1) Every employer, other than an employer that is a small organization,</p> <ul style="list-style-type: none"> (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>(2) The return-to-work process shall,</p> <ul style="list-style-type: none"> (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because 	<p>The process is covered in our return-to-work program, taking into account accommodation requirements and functional abilities requirements of the returning employee</p>

<p>their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>(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>	
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<p>2022 Multi-year Plan</p>
<p>Customer Service, Clients, and Visitors</p>
<p>Forms of communication will be discussed and provided upon request.</p>
<p>Information and Communications</p>
<p>MMSCAN ensures our website is compliant with WCAG 2.0 Level AA and communications in different formats are available upon request.</p>
<p>MMSCAN has updated its website and is working on ensuring WCAG 2.0 Level AA compliance. The projected completion is by December 2022.</p>
<p>Employment</p>
<p>MMSCAN is committed to inclusivity in its employment practices. The journey starts from job posting to accommodating employees while at work. Job seekers are notified that accommodations are available when requested. Furthermore, MMSCAN HR regularly review job descriptions to ensure stated job requirements match the contents of the job to remove systemic barriers to employment.</p>
<p>MMSCAN is currently 1) completing a total review and update of all job descriptions and 2) exploring potential gaps in our employment process (interviewing and onboarding). The projected completion is by March 2023.</p>
<p>Training</p>
<p>MMSCAN provides all employees with AODA-related training managed through OSG Training Platform. All employees must take and acknowledge the content of the AODA module before starting work.</p>
<p>MMSCAN is currently implementing a learning management system (LMS) as part of an overall HCM/HRIS. This will allow annual review and acknowledgment of policies and training content, including Accessibility. The projected completion is by April 2023.</p>
<p>Design of Public Spaces</p>
<p>MMSCAN facility is accessible to all people. Workstations, bathrooms, and all areas are able to accommodate all individuals.</p>
<p>No new changes are in place. However, accessibility will be of key consideration should MMSCAN opt to physically move locations.</p>

7. Disabilities

The AODA defines a “disability” as:

1. Any physical disability, infirmity, malformation or disfigurement caused by injury, illness or birth defects, physical, hearing or visual impairment
2. A condition of mental impairment or developmental/learning disability
3. A mental disorder
4. An injury or disability for which benefits were claimed and/or received under insurance plans under the [Workplace Safety and Insurance Act, 1997](#).

Sometimes it is not easy to tell if an individual has a disability. For example, it is harder to identify audiovisual impairment than if the individual is in a wheelchair.

Disabilities are not always total. For example, a person with visual or hearing impairment may not necessarily be blind or deaf. Instead, they are facing varying degrees of visual or hearing impairment and is still able to see or hear but to a more restricted degree, such as tunnel vision or needing hearing aids.

7.1. Vision

Visual disabilities or impairments reduce an individual's ability to see. It is important to note that visual disability does not necessarily mean blindness. More commonly, individuals have impaired vision, such as a lack or loss of peripheral or central vision and tunnel vision.

In everyday situations, visual disabilities impair people's ability to read signs, terms, and conditions, locate hazards and responding to visual cues. Individuals may use assisted devices, service people or animals and braille.

7.2. Hearing

Hearing disabilities or impairments affects hearing loss in varying degrees from hard of hearing to deafness. Individuals may use assisted devices.

Some individuals have both visual and hearing impairment. In most cases, individuals are accompanied by service people or animals.

7.3. Physical

Not all physical disabilities require wheelchair or readily apparent assistive devices. Conditions such as arthritis, diabetes, conditions of the heart and lungs, and difficulties with movement can constitute physical disabilities.

7.4. Intellectual/Developmental

Intellectual or developmental disabilities limit people's ability to learn, communicate and take care of everyday needs. While intellectual or developmental may be not be noticeable during socialization or observation, it is important to refrain from judgment and assist only when solicited.

7.5. Learning

Learning disabilities include a variety of disorders that affects how a person learns, acquires, organizes, retains and understands information and cues. Problems with reading, writing, language-skills, math, problem-solving and reasoning are learning disabilities. It does not mean the individual cannot learn. It means the individual learns differently. Examples include dyslexia and down syndrome.

7.6. Mental Health

Mental health disabilities are not apparent or noticeable, unless informed by the individual. It affects the individual's ability to interpret objectively. Mental health disabilities or impairments can include schizophrenia, depression, phobias, and impairments such as bipolar and anxiety. Hallucinations, difficulty concentrating, inability to think clearly and lack of motivation may also constitute or signal a mental health impairment.

7.7. Speech/Language

Individuals with speech or language disabilities find it difficult to pronounce words or communicate, such as slurring, stuttering or in need of a communication board and/or pen and paper. It is important to know that a speech or language impairments does not mean the individual has any other disorders or disabilities.

MMSCAN will work continuously to ensure employees are trained to acknowledge, understand and be able to work with all persons with disabilities in a respectful manner.

8. Barriers

Barriers are defined as factors preventing people from full participation in society, including accessing goods and services and employment. Barriers are grouped into the following categories:

8.1. Structural

Barriers resulting from the architecture or design of a construction. Examples include stairs, passageways, doorways, and room layout.

8.2. Information

Barriers resulting in the form in which information is communicated. Examples include small print size and lack of contrast or readability for people who are visually impaired or a service that is only available by phone, which a hearing-impaired individual may have difficulties accessing.

8.3. Technology

Barriers arising from technology or lack thereof. Assisted devices, telephone relay systems and email could all serve to reduce technological barriers.

8.4. Systemic

Barriers arising from policies, procedures or practices and rules that restrict access. For example, policies barring service animals constitutes a barrier.

8.5. Bias

Individuals may hold negative attitudes, perceptions and biases against people with disabilities. For example, holding the stereotype that people with disabilities are totally helpless. In fact, with assisted devices, people with disabilities can be totally independent. One should refrain from forming judgements regarding the capabilities of people with disabilities and refrain from providing aid until asked.

MMSCAN will work continuously to ensure removal of barriers in order to provide unhindered access to the Company's goods, services and facility

9. Providing Service

As a general rule: do not make assumptions about people with disabilities and help when requested.

9.1. Assistive Devices

There are many different assistive devices and systems to assist with a variety of disabilities. Braille, white walking sticks, magnifiers, etc. are useful for individuals with visual impairment while wheelchairs (including motorized) and crutches are used to support and enable movement. Screen readers, messaging and telephone relay may be used for individuals that may be hard of hearing. Do not touch someone's assistive devices unless requested.

9.2. Persons Requiring Support Persons

People with different disabilities may enlist the help of support people/aide. Support people/aide could be providing personal care and communication support, such as sign language interpretation. Support people/aide assist but do not represent their clients. Communicate and interact with the individual with disability directly, not the support people/aide, unless asked otherwise.

9.3. Persons Requiring Service Animals

Individuals with disabilities must be allowed to enter public areas and premises with their guide or service animal. Such service animals are primarily used to assist persons with impaired hearing, vision and/or mobility. Service animals are at work and required to be on alert and thus should not be treated as pets. Speak directly to the individual on how to assist them.

9.4. Persons with Visual Impairment

Visually impaired persons may use white walking sticks, guide dogs, support persons, magnifiers, large print and braille. Do not assume the individual cannot see you. Help and if accepted, proceed to guide, lead and identify passages, railings, entrances, landmarks, etc. Remember to not touch assistance devices or support animals.

9.5. Persons with Hearing Impairment

Persons with hearing impairment are suffering some form or degree of hearing less. If possible, communicating via messaging and email would support the customer if they are not using hearing aids.

9.6. Persons with Intellectual or Development Disabilities

Be patient and use plain language with the customer. Do not make assumptions and ask to clarify if you did not understand what the customer said. Persons with intellectual/developmental disabilities may enlist the help of a support person.

9.7. Persons with Mental Health Disabilities

Treat the individual with respect and take into consideration the situation. Listen carefully to the individual's needs and respond in a calm and reassuring manner. It is important to note that some mental health disabilities can signal a **crisis** to which reassurance and professional help may be warranted.

9.8. Persons with Speech or Language Disabilities

Do not assume the individual may have other disabilities based on their manner or speech or communication. Ask the customer to repeat if you do not understand and try to ask questions that can be answered simply or with a 'yes' or 'no.' Refrain from interruption and communicate politely and patiently.

9.9. Persons with Learning Disabilities

Be patient, attentive and natural. Ask the customer how you can help them and provide information in a way that works best for the customer. It may take a little more time for the customer to understand and respond. Persons with learning disabilities may use a support person to assist them in communication, communication board or speech generating assistive devices.

10. Appendix

Lexicon	
Inappropriate Language (Do Not Use)	Appropriate Language
Handicapped, disabled	Person with a disability
Old, aged	Senior
Blind, visually impaired	Person who is visually impaired
Deaf	Person who is deaf
Confined to wheelchair	Person who uses a wheelchair
Dumb, mute	Person who is unable to speak
Epileptic, fits	Epilepsy or seizure disorder
Retarded, slow, dumb, dyslexic, autistic	Person with learning disability, differently abled
Mental, crazy, psycho, psychotic, neurotic	Person with a mental disability
Midget, dwarf, small	Person of short stature
Mongoloid	Person with development disability, down syndrome
Normal	Person without physical disability
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasm, tremors
Persons with physical disability should be defined or described as an individual with or having a disability as opposed to being described as the disability itself.	

2012 Multi-year Plan	
Act Section	Action
PART II: INFORMATION AND COMMUNICATION STANDARDS	
Emergency procedure, plans or public safety information 13. (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.	<ul style="list-style-type: none"> • Procedure developed, communicated, and practiced annually at both Mitsubishi Motors' location. • Emergency procedures posted on Health and Safety Boards. • Emergency procedures distributed to all new employees and available in the company shared drive. • Materials available in accessible formats upon request.
PART III: EMPLOYMENT STANDARDS	
Workplace emergency response information 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.	<ul style="list-style-type: none"> • Procedure developed, communicated, and practiced annually at both Mitsubishi Motors' location. • New employees required to complete Emergency Information Form to indicate any health concerns or disabilities they may have. • Existing employees required to complete Emergency Information Form annually or as required.

<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 provide assistance to 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,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations need, or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies</p>	<ul style="list-style-type: none"> Materials available in accessible formats upon request.
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2014 Multi-year Plan	
Act Section	Action
PART I: GENERAL	
<p>Establishment of accessibility policies</p> <p>3. (1) Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements 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>	<ul style="list-style-type: none"> Customer Service Policy created: AODA Customer Service Policy and Procedures and Practices 120712 Policy was sent to all Ontario dealers
<p>Accessibility plans</p> <p>4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,</p>	<p>Accessibility plan created 2014 and revised 2015.</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 plan at least once every five years.</p>	<p>Currently, website undergoing reconstruction and the accessibility plan will be posted under 'About' section.</p>
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2015 Multi-year Plan	
Act Section	Action
PART I: GENERAL	
<p>Training</p> <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> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>(2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) The Government of Ontario, the Legislative Assembly, every designated public sector</p>	<ul style="list-style-type: none"> • Online training module from VuBiz: AODA – Accessible Customer Service Regulation E-Training: <ul style="list-style-type: none"> ○ All new employees must complete training module ○ All existing employees must complete training module • Training records are maintained by HR in the HR drive.

<p>organization and 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>	
PART II: INFORMATION AND COMMUNICATION STANDARDS	
<p>Feedback</p> <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 the provision of accessible formats and communications supports, upon request.</p> <p>(2) Nothing in this section detracts from the obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> • Feedback option available on website under 'About'

2016 Multi-year Plan	
Act Section	Action
PART I: GENERAL	
<p>Procuring or acquiring goods, services or facilities</p> <p>5. (1) The Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p> <p>(2) If the Government of Ontario, Legislative Assembly, or a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.</p> <p>(3) The Government of Ontario, Legislative Assembly and designated public sector organizations shall meet the requirements of</p>	<ul style="list-style-type: none"> • This is not mandated for our organization but should be considered when looking for a new building

<p>this section in accordance with the following schedule:</p>	
PART II: INFORMATION AND COMMUNICATION STANDARDS	
<p>Accessible formats and communication support</p> <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,</p> <p style="padding-left: 40px;">(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p style="padding-left: 40px;">(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(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>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p> <p>(4) Every obligated organization that is required to provide accessible formats or accessible formats and communication supports by section 3, 4, 11, 13, 19, 26, 28, 34, 37, 44 or 64 shall meet the requirements of subsections (1) and (2) but shall do so in accordance with the schedule set out in the referenced section and shall do so only to the extent that the requirements in subsections (1) and (2) are applicable to the requirements set out in the referenced section</p>	<ul style="list-style-type: none"> • Mitsubishi Motors will provide accessible formats and communication upon request
<p>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.</p> <p>(4) Designated public sector organizations and large organizations for their internet websites</p>	<p>Mitsubishi Motors is redesigning the website, and this will be in accordance with WCAG level AA</p> <ul style="list-style-type: none"> • New website to launch in December 2015

<p>shall meet the requirements of this section in accordance with the following schedule:</p> <p>2. By 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"> i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	
PART III: EMPLOYMENT STANDARDS	
<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>INCLUSIVENESS</p> <p>Mitsubishi Motor Sales of Canada, Inc. is an equal opportunity employer fostering an inclusive, accessible environment. We are committed to building an environment where all employees and customers feel valued, respected and supported.</p> <p>Mitsubishi Motor Sales of Canada, Inc. will support applicants requiring accommodation during the recruitment process.</p> <ul style="list-style-type: none"> • Statement to be included under 'Careers' tab
<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>When selecting individuals to proceed in the assessment or selection process, individuals are asked whether any accommodations are required.</p>
<p>Notice to successful applicants</p> <p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>To review and include with offer letter:</p> <ul style="list-style-type: none"> • Statement advising employee with disability of their entitlement to an individualized emergency evacuation plan and the process to follow when required • Employees with a disability to contact supervisor, manager, HR for medical accommodation.

<p>Informing employees of supports</p> <p>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.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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.</p>	<p>To review and include with Pre-Onboarding Package.</p>
<p>Accessible formats and communication support for employees</p> <p>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,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>MMSCAN will make communication formats accessible upon request.</p>



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External Supporting Material	Section(s)
<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i>	1 4
<i>AODA Compliance Accessibility Report</i>	4
<i>OSG</i>	5.1 6
<i>Workplace Safety and Insurance Act, 1997</i>	6

Internal Supporting Material	Section(s)