

The Accessibility for Ontarians with Disabilities Act (AODA) Policy

Updated as of June 21, 2021

PURPOSE

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”), the purpose of this policy is to outline the responsibilities of all employees, interns/volunteers and other third parties acting on behalf of Cox Automotive Canada in providing goods, services and opportunities to people with disabilities.

CAC reviews this Policy annually and ensures on-going compliance with regulated accessibility standards and legislated obligations.

SCOPE

This policy applies to all employees, interns/volunteers and other third parties. Supervisors and managers will ensure that they and their employees are familiar with this Policy.

POLICY

Statement of Organizational Commitment:

Cox Automotive Canada Company, including its affiliates and subsidiaries (“CAC”) is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

CAC is committed to excellence in serving all of our clients, including people with disabilities. CAC’s commitment to accessibility is demonstrated in the areas outlined below.

Accessible Communication

We communicate with people with disabilities in ways that consider their disability. We train all employees, interns/volunteers and third parties (including contract workers) on how to interact and communicate with people with disabilities. For example, we train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. Additionally, our Ontario internet websites and web content conforms with the World Wide

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Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA (except for the exclusions set out in the IASR) as required by the AODA.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

Billing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in an alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all employees, interns/volunteers and third parties are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CAC's premises and auction sites with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Disruption in Service

We will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Employment

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

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Facilities

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities.

Training

We provide accessibility training on the following topics to all of our employees, interns, volunteers and third parties who could reasonably be expected to interact with the public on behalf of CAC, and to those who are involved in the development, approval, monitoring or implementation of CAC's related policies and procedures:

- The principles and purpose of the AODA and the requirements of the Integrated Accessibility Standards Regulation.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing CAC's goods and services.
- CAC's policies, practices and procedures relating to accessibility as indicated in the most recent version of its Driver's Manual Handbook (2021).
- The Ontario Human Rights Code provisions pertaining to disability.

Feedback Process

CAC has established a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process can be made readily available to the public.

Team Member Services (HR Department)
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