



AODA MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Toyota Motor Manufacturing Canada Inc. (“TMMC”) is committed to complying with all the standards within the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) to create a barrier-free workplace and respect the principles of independence, dignity, integration and equal opportunity for persons with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA)

TMMC has created a plan to review accessibility within the workplace. This plan outlines the policies and procedures that TMMC will put in place to provide opportunities for everyone including persons with disabilities. This plan will be updated at least every 5 years. The current plan covers a 5-year period (2026-2031)

Statement of Commitment

TMMC is committed to excellence in serving everyone including persons with disabilities. TMMC is committed to improving accessibility in the workplace by identifying, removing and preventing barriers to accessibility in all areas within the organization.

Standards of Accessibility Under AODA:

I. General Requirements

(i) Accessible Emergency Information

TMMC shall, on request, provide information in an accessible format or with appropriate communication supports when it makes emergency procedures, plans or public safety information available to the public.

TMMC will provide Team Members with individualized workplace emergency response information if a Team Member’s disability is such that information is necessary and TMMC is aware the Team Member’s disability requires accommodation. This information will be provided as soon as practical after TMMC is aware of the accommodation need. TMMC will, where a Team Member requires assistance, obtain their consent to provide their emergency response information to the person TMMC designates to provide the Team Member with assistance. Individualized workplace emergency information will be reviewed by TMMC when a Team Member transfers to a different location, when the overall accommodation plans or needs of a Team Member are reviewed and when TMMC’s general emergency response policies are reviewed.

(ii) Accessibility Policies and Plans

TMMC has developed and maintained a written AODA Multi-Year Accessibility Plan outlining its requirements under the AODA along with the actions it will take to ensure compliance with that legislation. The plan will be reviewed and updated at minimum once every five years and will be posted on the TMMC intranet and external website(s). TMMC will review the accessibility policies on an annual basis to ensure continued compliance with the AODA and any future amendments to the AODA and its regulations.

(iii) Training

TMMC will provide training appropriate to the duties of Team Members, volunteers, contractors, and other third parties who deal with the public on our behalf. Training will also be provided to people involved in the development of policies, procedures, standards and guidelines that relate to the provision of services provided to visitors and suppliers. Training will be provided to new Team Member during their orientation.

TMMC has taken the following steps to ensure individuals who deal with the public are provided with training needed to meet current standards and legislation:

- Provide training resources in a manner that takes into account the needs of persons with disabilities.
- Ensure new Team Members, volunteers, contractors and other third parties complete training as soon as practical.
- Keep and maintain a database of the training participants' names and dates of completion.
- Review training materials by January 1 each calendar year to ensure we remain up-to-date with current legislation and best practices that relate to accessibility.

II. Customer Service Standard

TMMC uses reasonable efforts to ensure its policies, procedures and practices are in accordance with the following principles:

- The independence, dignity, integrity and equal opportunity of persons with disabilities shall be respected.
- A barrier-free environment shall be created.
- Persons with disabilities may use assistive devices, support persons and service animals in a manner that is compliant with health and safety considerations, where applicable.
- We will communicate with Team Members, visitors and supplies with disabilities in ways that take into account their disability, including use of large print, teletypewriter (TTY) etc.

The following measures have been implemented by TMMC:

- The Accessibility Policy is published on TMMC's intranet.
- In the event of a planned or unexpected disruption to service, TMMC will notify everyone promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services if available. The notice will be posted at the main gate of each location.
- Training is provided to all Team Members, volunteers, contractors and third parties who deal with the public on TMMC's behalf. Topics covered include:
 - The purpose of the AODA.
 - TMMC's policy related to the Customer Service Standard.
 - How to interact and communicate with persons with various types of disabilities.
 - How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
 - How to use equipment or devices that are available on site or otherwise might help provide goods or services to persons with disabilities.
 - What to do if a person with a disability is having difficulty accessing TMMC's services.
 - Aspects of the Ontario Human Rights Code that relate to accessibility.
- TMMC welcomes feedback on how we provide accessible service. Customer feedback is welcome to assist us in identifying barriers and responding to concerns. A feedback process has been established. Feedback can be made by in person, by phone or by regular mail. All feedback is directed to external.affairs@toyota.com. TMMC will provide a response to feedback within 5 business days.
- Any person with a disability accompanied by a service animal shall be permitted on parts of the premises that are open to the public, as permitted by health and safety considerations.
- Any person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- TMMC will complete and submit its AODA Accessibility Report as required.

III. Information and Communication Standard

TMMC is committed to meeting the communication needs of everyone. TMMC will consult with individuals making requests to provide accessible formats and communication supports.

TMMC has undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible, alternative formats are also available i.e. in person, phone and telephone.

- Our public-facing websites have been designed to be user friendly for individuals with an array of needs.
- On request, TMMC will provide information in an accessible format or with appropriate communicate support when emergency procedures, plans or public safety information is provided to the public.
- TMMC has ensured all new public-facing websites and content on those sites conform to WWCAB 2.0, Level A.

TMMC will take the following steps to ensure ongoing compliance with this standard:

- Consult with individuals requesting alternative formats.
- Maintain compliance with formatting public-facing websites to comply with WCAG 2.0, Level AA

IV. Employment Standard

TMMC is committed to fair and accessible employment practices. TMMC has taken the following steps to advise employees and potential candidates that accommodations can be made during the recruitment and hiring process.

(i) Recruitment, Assessment and Selection

TMMC is committed to inclusive and accessible employment practices which attract and retain persons with disabilities. The following steps have been taken to ensure employees and potential candidates are aware accommodations can be made during the recruitment, selection, assessment and hiring process.

TMMC has taken the following steps to ensure compliance with the standard:

- All supervisors and Team Members involved in staffing will complete AODA training.
- TMMC specifies that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessment.
- When making offers of employment, TMMC notifies successful applications regarding accommodation policies.
- TMMC informs Team Members of policies supporting Team Members with disabilities as soon as practical after hiring.
- Updated information is provided to Team Members when changes occur to accommodation policies.
- TMMC takes into account accessibility needs of Team Members with disabilities during assessment, development and/or transfer.
- Consultation occurs with Team Member to determine suitability of formats and supports.

(ii) Documented Individualized Accommodation Plans

TMMC is committed to developing documented individualized accommodation plans that include the following:

- Participation of Team Members, Health Centre staff, shop management, external healthcare professionals and/or other relevant parties.
- Ability to request Team Members to participate in onsite or external health assessment to clarify/determine functional abilities and/or treatment/rehabilitation requested, in order to clarify accommodation needs and/or clearance to work.
- Regular reviews and updates.
- Reasons for denial, if applicable.
- Formatting that take into account the needs of the Team Member.
- If required, individualized workplace emergency response information.

(iii) Return to Work

TMMC is committed to developing and implementing return to work processes for Team Members who have been absent due to a disability. The Medical Accommodation and Return to Work policy outlines the steps TMMC takes to facilitate return to work in an effective, efficient and safe manner.

IV. Built Environment / Public Spaces

TMMC will assess the built environment/public spaces to ensure they are accessible by everyone. TMMC will modify any existing fixtures and features to ensure they are accessible to people with disabilities. TMMC will include accessibility criteria when purchasing or acquiring goods and facilities.

In the event of a planned or unexpected disruption to facilities, TMMC will notify everyone promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities if available. The notice will be posted at the main gate of each location.

Feedback

If you have questions or comments related to this AODA Multi-Year Accessibility Plan, the way TMMC provides services to people with disabilities and/or how TMMC can further improve accessibility or if you would like to request this plan in an alternate format, please contact us:

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