

Niagara Motors Multi-Year Accessibility Plan (2023 – 2028)

This multi-year accessibility plan (“Accessibility Plan”) outlines the policies and actions that Niagara Motors has put in place and will maintain to prevent and remove barriers for people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”). The Accessibility Plan will be reviewed and updated at least once every 5 years.

Statement of Commitment

Niagara Motors is committed to the objectives of the AODA and the Ontario Human Rights Code and will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration, and equality of opportunity. We strive to meet the needs of individuals with disabilities in a timely manner and actively prevent/remove barriers to accessibility, as per the AODA.

Customer Service

Niagara Motors strives to provide goods and services in a way that respects the dignity and independence of persons with disabilities and is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

To maintain AODA requirements, Niagara Motors will continue to adhere to the following:

- Provide training on accessible customer service to all new employees
- Review and update policies and standards regularly to ensure high-quality, accessible customer service
- Review customer feedback and act, as appropriate
- Follow established service disruption protocols

Training

Niagara Motors will continue to provide training to all employees on the requirements of the accessibility standards under the AODA and on the Human Rights Code of Ontario, as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Niagara Motors will continue to take the following steps to ensure all employees are provided with the training needed to continue to meet AODA requirements:

- Provide ongoing training to all employees
- Record all training
- Continue to ensure our policies and training materials are made part of our orientation/onboarding package

Accessible Emergency Information

Niagara Motors is committed to providing emergency information, as available, in a timely and effective manner. For example, emergency closures will include physical notices posted in conspicuous places (e.g., building entrance), updates to the website and when appropriate, phone call, email or text message to clients/service providers with set appointments (e.g., service or sales customers that were expected to arrive but will be impacted by an emergency closure).

If requested, emergency procedures/plans will be provided in an accessible format to clients and employees. When necessary, employees with disabilities will be provided an individualized emergency response plan to ensure their needs and safety are met.

Information and Communications

Niagara Motors is committed to meeting the communication needs of people with disabilities. Our internet websites, technology solutions, telephone communications and in person interactions will be based on accessibility best practices.

Feedback

Niagara Motors will take the following steps to ensure any feedback processes are accessible to people with disabilities:

- Encourage feedback about our accessibility, including customer service, website, and employment practices
- Feedback can be submitted in writing, by email, phone, etc.
- Niagara Motors will ensure all publicly available information is made accessible upon request
- Upon request, we will work to make sure a person with a disability's needs are met within a reasonable timeframe.

Accessible Formats and Communication Supports

Niagara Motors will continue to take the following steps to make sure its policies and information are accessible to people with disabilities:

- Upon request, provide or arrange for information in accessible formats and/or provide communication supports for people with disabilities
- Ensure that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted to determine the most appropriate format or support
- Train all staff in the availability of communications in accessible formats and to forward all requests to their manager
- Ensure that specific people (Human Resources, Marketing, Information Technology are aware of the importance of responding to information requests)

Employment

Niagara Motors is committed to employment practices that are fair and accessible in all stages of the employment cycle. We will continue to develop and implement the following practices to support this commitment:

- Identify and remove workplace barriers
- Maintain inclusive employment processes for recruitment, retention and employee development and provide accommodation as required
- Provide managers with accessibility training to support employee/workplace accommodation and address non-discrimination
- Provide information that is needed to perform the job, and information is available to all employees in the workplace in accessible formats
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance and managing career development
- Continuously review standards and best practices related to accessible employment

Design of Public Spaces

Niagara Motors will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include waiting areas, showrooms and lots at our dealerships.

Accessibility Report

The Company will file the next accessibility report as per the stipulated timeline.

For more Information:

By email: accessibility@niagaramotors.com

By telephone: 905-468-2145

By mail:

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Accessible formats of this document are available free upon request from the above contacts.