

**Multi-Year Accessibility Plan for Impact Auto Auctions Canada LTD
and its Subsidiaries and Affiliates
(Ontario)**

Multiyear accessibility plan under the Integrated Accessibility Standards				
Requirements	Planned Action	Responsibility	IASR Compliance	Completion Date
Customer Service & General Standards				
Accessibility policies, practices and procedures	Company will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR	Advisory Committee	Jan 1 2014	Jan 1 2014
Multi-Year Accessibility Plan	Company will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA, and will update the plan at least once every five years Alternate formats of this accessibility plan are available upon request.	Advisory Committee	Jan 1 2014	Jan 1 2014
Accessible Websites	Company will meet the specifications of WCAG 2.0 A, if applicable	Advisory Committee / IT Department	Jan 1 2014	Jan 1 2014
Training	Company will provide training to all employees, persons who deal with customers and the public on its behalf on the Human Rights Code as it pertains to persons with disabilities. Company will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.	Advisory Committee/HR	Jan 1 2015	Jan 1 2015

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	Training will re-occur when there are changes to the accessibility policies.			
Feedback	Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	Advisory Committee	Jan 1 2015	Upon Request
Accessible Format and Communication Supports	Company will review the communication needs of people with visual hearing, learning, and the barriers to communication. Develop process for customers to request and be provided with information and communication in an accessible format.	Advisory Committee	Jan 1 2016	Upon Request
Employment	Company will promote employment opportunities for the designated groups including persons with disabilities. On job advertisements specify that accommodation is available for job applicants with disabilities.	Advisory Committee / Department Managers /HR	Jan 1 2016	Jan 1 2016
Information and Communication Standards				

Workplace Emergency Procedures, Plans,	Company will: -Assess the existing emergency response plan and procedures and any public safety information	Advisory Committee/ JHSC	Jan 1 2012	Jan 1 2012
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	for barriers to persons with disabilities during an emergency -Update our emergency procedure to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities -Upon request, provide the information in an accessible format			
Accessibility policies, practices and procedures	Company will: -Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved. - Will post in a visible place. -Upon request, provide in an alternative format	Advisory Committee/IT	Jan 1 2014	Jan 1 2014
Multi-year plan	Company will: -Assess barriers to information and communications systems/platforms. Create documents in a structured electronic format to allow for easier conversion to accessible formats.	Advisory Committee/IT	Jan 1 2014	Jan 1 2014

Taking a person's disability into account when communication or providing information in accessible formats and communication supports	Company will: -Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist. -Have a process in place for customers to request and be provided with information and communication in an accessible format. -Post in a conspicuous place on the premises.	Advisory Committee/IT	Jan 1 2016	Upon Request
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Feedback	Company will provide upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.	Advisory Committee/IT	Jan 1 2015	Upon Request
Accessible websites and web content	Company will: Develop a web accessibility business case to obtain a budget and resources. -Train in-house IT and the people who will use the software to make the website accessible. Launch accessible website and monitor for accessibility and compliance with the guidelines and the law.	Advisory Committee/IT	Jan 1 2021 All internet websites and web content must conform with WCAG 2.0 LevelAA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Prerecorded)	Jan 1 2021

Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on website accessibility		On going	
Employment Standards				
Workplace emergency response information	Company will: -Provide individualized workplace emergency response information to employees who have disclosed a disability. With employee's consent, provide the workplace emergency response information to	Advisory Committee/JHSC / Managers	Jan 1 2012	Jan 1 2012

Requirements	Planned Action	Responsibility	IASR Compliance	Completion Date
	the person designated by the employer to provide assistance to the employee. - Individualized workplace emergency response information will be reviewed when changes occurs with employee (change in work location, position, accommodation changes)			
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Advisory Committee/JHSC / Managers	None	N/A

Recruitment	Company will: -Promote employment opportunities for the designated groups, including persons with disabilities -On job advertisements, specify that accommodation is available for job applicants with disabilities -Inform candidates of accommodation: when called for interview, during the selection process, at time of job offer and at orientation	Advisory Committee/ Managers	Jan 1 2016	Jan 1 2016
Support information for employees	Company will: -Inform employees of policies and supports for employees with disabilities as soon as practicable during the on boarding process.	Advisory Committee/ Managers	Jan 1 2016	Jan 1 2016
Accessible formats and communication	Upon request by an employee with disability, provide accessible formats and communication supports for information in the workplace in consultation with the	Advisory Committee/HR/ Managers	Jan 1 2016	Upon Request
Requirements	Planned Action	Responsibility	IASR Compliance	Completion Date
	employee making the request			
Documented individualized plans	Company will: Develop a written process for developing individual accommodation plans Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return	Advisory Committee/HR/ Managers	Jan 1 2016	Jan 1 2016

Performance assessment, career development and advancement and redeployment	Company will: -Take into account the accessibility needs	Advisory Committee/HR/Managers	Jan 1 2016	Jan 1 2016
Training	Company will: -Provide training in respect of any changes to the policies described in the employment standard section of the Regulation		Ongoing	

Transportation Standards

Transportation standard applies to conventional and specialized public transportation providers that operates solely in Ontario. This includes conventional transportation such as transit buses, motor coaches, and rail-based transportation and specialized transportation services for people with disabilities. It also applies to other transportation services provided by public school boards, hospitals, colleges, universities, municipalities and certain ferries.

This standard does not apply to Impact Auto Auctions Canada LTD (the “Company”) and its subsidiaries and affiliates.

Built Environment Standards

When the standard comes into place, the Company will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.