

	DENSO NA MANAGEMENT MANUAL POLICIES AND GUIDELINES		Date Issued [Original Issuance]	3-PRO- 00001529
			Date Revised 12/9/2023	
			Review Period (Years): 3	
Level / Section Level 3 Procedures		Title Integrated Accessibility Standards Regulation Policy		
Owner Dept	HR (DMCN-0510)			
Written	Checked	Approved		
Sonya O'hearn	Dan Maycock	John Klassen		
Sonya O'hearn	Dan Maycock	John Klassen		

INTRODUCTION

DENSO Manufacturing Canada, Inc., has established this Integrated Accessibility Standards Policy (this “**Policy**”) in order to meet the requirements under the Integrated Accessibility Standards Regulation enacted pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (Ontario) (“**AODA**”).

DMCN STATEMENT OF COMMITMENT

DENSO Manufacturing Canada, Inc. (Hereafter “DMCN”) is committed to achieving accessibility by providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person’s disability and embodies the principles of integration and equal opportunity.

BARRIER ASSESSMENT – Methodology

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Typical barriers to accessibility encountered by persons with disabilities include Physical / Architectural, Attitudinal, Informational/Communication, Systemic, and Technological barriers.

Barrier Definitions:

- Physical/Architectural:** design elements of a building or a space that cause problems for persons with disabilities.
- Attitudinal:** our perceptions of, and how we interact with, persons with disabilities.
- Informational/Communication:** things/situations that make it difficult for a person with a disability to give, receive or understand information.
- Systemic:** organizational policies or practices that may restrict the participation of persons with disabilities.
- Technological:** poor or inexistent technology system that can prevent people from accessing information. Common tools like computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.

ACCESSIBILITY PLAN

DMCN has developed and documented a Multi-year Accessibility Plan which outlines the Company's strategy to prevent and remove barriers from its workplace and also to improve opportunities for persons with disabilities. The Multi-Year Accessibility Plan will be reviewed, maintained and updated at least once every five years, and is posted on DMCN's website. This plan will also be made available in accessible format upon request.

ACCESSIBLE EMERGENCY INFORMATION

DMCN is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide associates with disabilities with individualized emergency response information and plans as required if DMCN is aware of the need for accommodation due to a disability. Where the associate requires assistance during emergencies, DMCN will provide workplace associate response information to person designated to provide assistance to the associate with the associate's consent.

TRAINING

DMCN will provide training to all associates, on the Integrated Accessibility Standards Regulation and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of associates.

INFORMATION AND COMMUNICATIONS

DMCN is committed to meeting the communication needs of persons with disabilities. Where a person has requested an accessible format or communication support, DMCN will consult with the person making the request in determining the suitability of an accessible format or communication support. DMCN will also notify the public about the availability of accessible formats and communication supports.

DMCN has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA:

- Partner with Information Technology (IT) to ensure that all new website content is conformed with WCAG 2.0 , Level AA
- HR will continue to update IT with any changes or updates to the WCAG 2.0 guidelines

DMCN will take the following steps to ensure that Accessible Formats and Communication supports are made available to persons with disabilities in the following manner

- Train staff and management of the need to accommodate upon request and the formats and supports that are available for persons with disabilities

EMPLOYMENT STANDARDS

Recruitment

DMCN is committed to fair and accessible employment practices. DMCN will notify associates and the public about the availability of accommodation for applicants with disabilities in its recruitment process for both internal and external postings.

We will take the following steps to notify the public and associates that, when requested, DMCN will provide reasonable accommodations to people with disabilities during the recruitment and assessment processes and when people are hired:

- Job postings include a statement that DMCN provides accommodations upon request to candidates with disabilities
- Notify candidates in pre-screen interview that we provide accommodations as per the Ontario Human Rights Code

- Train associates involved in recruitment process on how to handle accommodation requests
- Assess any barriers in recruitment tests, assessments, and interview rooms and work towards removing barriers as well as provide accessible features upon request

Informing Employees of Support

- Offers of employment includes a statement of DMCN’s policies for accommodating associates with disabilities
- DMCN will continue to inform associates of its policies and any updates to policies that support associates with disabilities

Return to Work

DMCN currently has in place a Return to Work Process and will continue to maintain this Return to Work Process. DMCN provides reasonable accommodations to associates returning to work from disability related absences.

Performance Management

DMCN will take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.

Design of Public Spaces

DMCN will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas
- Outdoor paths of travel, including sidewalks, ramps, stairs, curb ramps, and rest areas
- Reception and waiting areas

Self-Service Touch Screens

DMCN has considered appropriate accessibility features and installed self-service touch screens are able to serve persons with disabilities.

Service Disruption

If there is a temporary disruption DMCN shall make every reasonable attempt to give notice of the disruption. Notice of the disruption will include information about the reason and its anticipated duration and a description of alternatives. This notice may be given by posting the information in a conspicuous place on the DMCN premises or by such other method as is reasonable in the circumstances.

RESPONSIBILITY:

It is the responsibility of the Human Resources Department to implement and maintain the Integrated Accessibility Standards Policy.

APPLICABLE FORMS:

- Multi-year Accessibility Plan
- Customer Service Policy

REVISION HISTORY:

Date	Change Description	<u>Issued</u>	Reviewed	Approved
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04/17/19	Replaced self-service kiosks with self-service touch screens.	S. O'Hearn	D. Maycock	R. vanOorschot
06/01/20	Updated self-service touch screens section to reflect the screens are installed and able to serve persons with disabilities.	S. O'Hearn	D. Maycock	J. Klassen