

DENSO's 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.

DENSO Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan is our framework to identify and eliminate barriers for persons with disabilities, and support the AODA requirements and initiatives. The DMCN Multi-year Accessibility Plan will be reviewed by management at least once every five (5) years and updated as DMCN achieves the requirements of the plan.

General Requirements

Initiative	Requirement	Action	Status	Compliance Date
1.1 Establishment of Accessibility Policies	Develop, implement and maintain policies governing how DMCN achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> Developed and implemented policy that is available upon request 	Complete	Jan 2014
1.2 Accessibility Plans	<ul style="list-style-type: none"> establish, implement, maintain and document a multi-year accessibility plan, which outlines DMCN's strategy to prevent and remove barriers and meet its requirements under this Regulation; a) post the accessibility plan on our website b) provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> Established multi-year plan Multi-Year Plan posted on website and available in accessible format upon request Multi-Year Plan will be reviewed once every five years 	Complete	Jan 2014
1.3 Training	Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ul style="list-style-type: none"> (a) all associates, and volunteers; 	<ul style="list-style-type: none"> All Associates were trained on AODA and all new associates are provided training on first day of hire 	Complete Ongoing	Jan 2015

	(b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.			
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Information and Communication Standard

2.1 Feedback	Ensure that DMCN Feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request	<ul style="list-style-type: none">• Identify all sources of internal and external feedback• Determine alternate formats• Review and revise process for requests	Ongoing	Jan 2015
2.2 Accessible Formats & Communication Supports	Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs due to disability (b) at a cost that is no more than the regular cost charged to other persons. Consult with the person making the request in determining the suitability of an accessible format or communication support Notify the public about the availability of accessible formats and communication supports	<ul style="list-style-type: none">• Review and revise process for accessibility requests• Update websites to reflect accessible formats and communication support	Ongoing	Jan 2016
2.3 Accessible Websites and Web Content	Make internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<ul style="list-style-type: none">• Updated websites to conform with WCAG 2.0 to level A• Ongoing updates to meet WCAG 2.0 Level AA requirements	Ongoing	Jan 2014 – conformed to WCAG 2.0 level A Jan 2021 – conform to WCAG 2.0 Level AA

Employment Standard

3.1 Recruitment - General	Notify associates and the public about the availability of accommodations for applicants with disabilities in recruitment process	•Job postings and offer letters indicate the availability of accommodations upon request	Complete	Jan 2016
3.2 Recruitment, Assessment or Selection Process	<p>During recruitment process notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used</p> <p>If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs</p>	•Phone pre-screen includes statement that accommodations are available upon request •When requested, applicant is consulted on suitable accommodations	Complete	Jan 2016
3.3 Notice to Successful Applicants	In offers of employment, notify the successful applicant of DMCN's policies for accommodating associates with disabilities.	•Offer letters include statement about our policies for accommodating associates with disabilities	Complete	Jan 2016
3.4 Informing Employees of Supports	<p>Inform associates of policies used to support associates with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an associate's accessibility needs</p> <p>Provide the information required under this section to new associates as soon as practicable after they begin their employment</p> <p>Provide updated information to</p>	• Review and revise process for accessibility requests	Complete	Jan 2016

	associates whenever there is a change to existing policies on the provision of job accommodations that take into account an associate's accessibility needs			
3.5 Accessible Formats and Communication Supports for Employees	<p>Consult with the Associate to provide or arrange for the provision of accessible formats and communication supports for:</p> <p>a) information that is needed in order to perform the associate's job</p> <p>b) information that is generally available to associates in the workplace</p> <p>Consult with the associate making the request in determining the suitability of an accessible format or communication support.</p>	Update process to meet with associates to determine suitable accessible format and communication support	Complete	Jan 2016
3.6 Workplace Emergency Response Information	<p>Provide individualized workplace emergency response information to associates who have a disability.</p> <p>If an associate who receives individualized workplace emergency response information requires assistance and with the associate's consent, DMCN shall provide the workplace emergency response information to the person designated by the DMCN to provide assistance to the associate.</p> <p>DMCN will provide the information required under this section as soon as practicable after DMCN becomes aware of the need for accommodation.</p> <p>Individualized workplace emergency response information will be reviewed:</p>	Create a process for Workplace Emergency Response information for associates who require assistance during a workplace emergency	Complete	Jan 2012

	<ul style="list-style-type: none"> a) when the associate moves to a different location in the organization b) when the associate's overall accommodation needs or plans are reviewed; and c) when DMCN reviews its general emergency response policies 			
<p>3.7 Documented Individual Accommodation Plan</p>	<p>DMCN will develop and have in place a written process for the development of documented individual accommodation plans for associates with disabilities. The plans will include:</p> <ul style="list-style-type: none"> a) The manner in which an associate requesting accommodation can participate in the development of the individual accommodation plan. b) The means by which the associate is assessed on an individual basis. c) The manner in which the DMCN can request an evaluation by an outside medical or other expert, at the associate's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. d) The manner in which the associate can request the participation of a representative from workplace, in the development of the accommodation plan. e) Steps to protect the privacy of the associate's personal information. f) Frequency with which the individual accommodation plan 	<p>Update the process</p>	<p>Complete</p>	<p>Jan 2016</p>

	<p>will be reviewed and updated and the manner in which it will be done.</p> <p>g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the associate.</p> <p>h) Means of providing the individual accommodation plan in a format that takes into account the associate's accessibility needs</p>			
3.8 Return to Work Process	<p>•DMCN will:</p> <p>a) develop and have in place a return to work process for its associates who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>b) document the process</p> <p>The Return to work process will:</p> <p>a) outline the steps DMCN will take to facilitate the return to work</p> <p>b) use individual documented accommodation plans, as described in section 3.7</p>	Update the Process	Complete	Jan 2016
3.9 Performance Management	Take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when using performance management process	Update performance management process	Complete	Jan 2016
3.10 Career Development and Advancement	Take into account the accessibility needs of associates with disabilities, as well as any individual accommodation plans, when providing career development and advancement	Update the process	Complete	Jan 2016

3.12 Redeployment	Take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when redeploying	Update the process	Complete	Jan 2016
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Feedback

DMCN's Multi-Year Accessibility Plan is posted on the DMCN website and will be reviewed and updated at least every five years.

For DMCN Associates:

If you have any questions, or have feedback related to DMCN's Multi-Year Accessibility Plan, please contact your local Human Resources Representative or reach out to the Human Resources Manager

For the Public:

Feedback from the public is welcomed by DMCN as it may identify areas that require change and encourage continuous improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other means of communication.

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