

Multi-Year Accessibility Plan

The Company is committed to the development and preservation of a multi-year policy and accessibility plan for ADESA Auctions Canada Corporation and its relevant subsidiaries and affiliates (“Company”) to prevent and remove barriers for persons with disabilities. The plan will meet the needs of customers and employees with disabilities. Through its multi-year accessibility plan, the Company will demonstrate its plan to meet its accessibility requirements, address any current accessibility barriers, and prevent and remove future barriers as required by the Accessibility for Ontarians with Disabilities Act and its Integrated Accessibility Standards.

Requirements	Planned Actions	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	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.	Jan 1 2014	Jan 1 2014 and ongoing
Self-Service Kiosk	Company will implement a process for making features of the self-service kiosks, if applicable	Jan 1 2014	Jan 1 2014
Accessible Websites	Company will meet the specifications of WCAG 2.0 A, if applicable	Jan 1 2014	Jan 1 2014
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.	Jan 1 2015	Jan 1 2015 and ongoing
Accessible Format and Communication Supports	Company will review the communication needs of people with visual hearing, learning, and the barriers to communication. Develop a process for customers to request and be provided with information and communication in an accessible format.	Jan 1 2016	Jan 1 2016 and ongoing
Employment	Company will promote employment opportunities for the designated groups including persons with disabilities.	Jan 1 2016	Jan 1 2016 and ongoing
Information and Communication Standards			
Workplace Emergency Procedures, Plans,	Company will: -Assess the existing emergency response plan and procedures and any public safety	Jan 1 2012	Jan 1 2012

Requirements	Planned Actions	IASR Compliance	Completion Date
	information for barriers to persons with disabilities during an emergency -Update our emergency procedures 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	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.	Jan 1 2014	Jan 1 2014 and ongoing
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.	Jan 1 2016	Jan 1 2016 and ongoing
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.	Jan 1 2015	Jan 1 2015 and ongoing
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.	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 (Pre-recorded)	Jan 1 2021

Requirements	Planned Actions	IASR Compliance	Completion Date
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		Ongoing
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 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)	Jan 1 2012	Jan 1 2012 and ongoing
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	None	Ongoing
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	Jan 1 2016	Jan 1 2016 and ongoing
Support information for employees	Company will: -Inform employees of policies and supports for employees with disabilities as soon as practicable during the onboarding process.	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 employee making the request	Jan 1 2016	Jan 1 2016 and ongoing
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	Jan 1 2016	Jan 1 2016 and ongoing
Performance assessment, career development and	Company will: -Take into account the accessibility needs	Jan 1 2016	Jan 1 2016 and ongoing

Requirements	Planned Actions	IASR Compliance	Completion Date
advancement and redeployment			
Training	Company will: -Provide training in respect of any changes to the policies described in the employment standard section of the Regulation	Ongoing	Ongoing
Built Environment Standards			
Built Environment: Design of Public Spaces	The Company will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or spaces obtained. Public Spaces may include: Service-related elements like service counters, fixed queuing guides and waiting areas We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.	January 1, 2017	Jan 1 2017 and ongoing

Feedback and Questions

The Company will take the following steps to ensure feedback processes are accessible to persons with disabilities upon request.

Feedback and questions may be submitted in various ways: in person at any Company location, by phone to 905-412-0949, email (accessibilityfeedbackquestions@openlane.com) or by mail, addressed to:

If by mail:
 OPENLANE % Human Resources
 55 Auction Lane
 Brampton, Ontario
 L6T 5P4

Accessible formats of this document are available upon request.

Last updated 4/6/2024