



Multi-Year Accessibility Plan

Message from the CEO

Consolidated Dealers is committed to serving all customers including those with limitations and disabilities with the respect and dignity they deserve. We believe in equal opportunity for all; this means all customers will receive their goods and services with the same standards of excellence; regardless of limitations and disabilities. We are committed to remove and prevent barriers to ensure accessibility for all visitors, customers, and staff members.

We continuously work towards improving accessibility and investigating new initiatives. We are removing barriers, both physically and mentally. We have adopted best practices, such as new staff orientation and annual Dealer Pilot AODA training, to ensure our staff are properly educated. Our business is committed to making our facility and its services available for all, meeting all the regulations under the Accessibility for Ontarians with Disabilities Act.

Introduction

Consolidated Dealers is based out of one of the most diverse countries in the world. This includes differences related to race, ethnicity, national origin, gender, gender expression and presentation, sexual orientation, religion, age, ability and socioeconomic status. We commit ourselves to promoting the recognition and appreciation of our diverse and rich culture. We believe that it is critical to our success to promote freedom of thought and opinion in a respectful environment. The decisions we make are rooted by respectfully considering each other's thoughts and opinions and by working towards a greater common goal.

Consolidated Dealers is an equal opportunity employer and welcomes applications from all qualified individuals, including visible minorities, Indigenous People, and persons with disabilities. If as a qualified job applicant, you require accommodation, Consolidated Dealers will consult with you to provide equitable accommodation and business environment modifications according to your specific needs. You will be provided an opportunity to express your accessibility needs if your application is selected to proceed in our hiring process.

Consolidated Dealers strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Consolidated Dealers is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Consolidated Dealers Cooperative Inc. has completed the following accessibility initiatives.

Customer Service

Consolidated Dealers is committed to providing accessible customer service to people with limitations and disabilities. What this means, is that we will provide goods and services to people with limitations and disabilities with the timeliness and quality as all others. We have an established feedback process to identify any gaps or barriers to service and will arrange accommodations upon request.

Information and Communications

We ensure that all visitors and customers have access to appropriate feedback mechanisms and have the ability to contact Consolidated Dealers a variety of ways (website, phone, email, mail) regarding concerns.

Internally, we have implemented a new Avaya phone system, whereas all phone calls can be received on multiple platforms (landline, cell and computer) and voice messages are relayed both in voice and in print.

Employment

We now include information, detailing our commitment to recognize Diversity, Inclusion and Accommodation within our Job Postings. We have policies and procedures in place to set-up accommodation requirements.

Training

Our Dealer Pilot software program is our most successful initiative with regards to Training. With Dealer Pilot we have been able to train all new employees within a week of their start-date and have annual training for all staff.

Design of Public Spaces

We have improved our disability Parking by adding a new designated spot in front of our entrance, as well as the parking spaces have been re-lined, creating larger spaces. We have also renovated the office washrooms to accommodate persons with disabilities - larger entrances and larger stalls.

Section 2. Strategies and Actions

Consolidated Dealers Cooperative Inc is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others

Customer Service

Implementing software has been our most successful initiative with regards to training our staff on Customer Service. We will execute annual processes for our staff with training renewals for the Customer Service Standard.

Information and Communications

Consolidated Dealers is committed to making our information and communications accessible to people with disabilities. Our continual website redevelopment has brought us to level AA compliance with W.C.A.G. We plan to continue making improvements with it as well as review and improve our online feedback process.

Employment

We are committed to fair and accessible employment practices. We have added Diversity, Inclusion and Accommodation information for our Careers Page on our website and are now including this information on all job postings. We plan to create a written process to develop individual accommodation plans for employees.

Training

We are committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Going forward, we will be renewing all training on a yearly and bi-yearly basis, through our software program.

Design of Public Spaces

Consolidated Dealers will meet accessibility laws when building or making major changes to public spaces. We plan to explore the upgrade of some of our doors to include an automatic entry (front entrance, bathrooms and back door). Consolidated Dealers will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For more information on this accessibility plan, please contact:

Janette Andrade

905-264-7022

jandrade@consolidateddealers.com