

## **INTEGRATED ACCESSIBILITY STANDARDS STATEMENT OF COMMITMENT, POLICY & PLAN**

This plan formalizes TEN's (Transportation Equipment Network), commitment to accessibility and outlines steps that TEN will take to remove barriers and improve opportunities for people with disabilities through compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

### **APPLICATION AND SCOPE**

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This plan applies to all TEN Ontario employees and contractors who deal with people on our behalf. TEN will review and update this accessibility plan at least once every five years.

### **STATEMENT OF COMMITMENT**

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TEN is committed to treating all people in a way that allows them to maintain their dignity and independence. This vision is built upon a foundational belief in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We are dedicated to breaking down barriers to accessibility, preventing new barriers from arising and to meeting the accessibility requirements prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **CONTACT INFORMATION**

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For more information on this accessibility policy and plan, please contact:

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Accessible formats of this document are available free upon request from:

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Multi-Year Accessibility Plan			
Action	Compliance Date	Responsibility	Status
<b>Part I – General</b>			
<p>This section of the Regulation requires us to:</p> <ul style="list-style-type: none"> <li>develop and maintain an accessibility policy and a multi-year accessibility plan.</li> <li>ensure staff are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code</li> </ul>			
<p><b>Accessibility Policies</b></p> <ul style="list-style-type: none"> <li>* Develop and implement Integrated Accessibility Standards Policy.</li> <li>* Make the Policy publicly available and provide in an accessible format, upon request.</li> <li>* Review and update as required</li> </ul>	<p>Jan 1, 2014</p> <p>Reviewed December 2023</p>	<p>Human Resources</p>	<p>Completed</p> <p>Completed</p>
<p><b>Develop a multi-year accessibility plan</b></p> <ul style="list-style-type: none"> <li>* A Multi Year Accessibility Plan was developed.</li> <li>* Post multi-year accessibility plan on website and provide in an accessible format, upon request.</li> <li>* Review and update the plan at least once every five years.</li> </ul>	<p>Jan 1, 2014</p> <p>Jan 1, 2019</p>	<p>Human Resources</p> <p>Human Resources</p>	<p>Complete</p> <p>Revision date: Jan 1, 2019</p>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>* Ensure that training is developed on the IASR and the Human Rights Code as it pertains to persons with disabilities and is provided by Jan 1, 2015 to all employees, and others who deal with the public or other third parties on our behalf, and those who are involved in the development and approval of customer service policies, practices and procedures.</li> <li>*Going forward TEN. will continue to provide training on accessible customer service to people with disabilities, the requirements of the IASR, and the Ontario Human Rights Code as it relates to people with disabilities as part of the onboarding process.</li> <li>* Update training as required.</li> <li>* Keep a record of the dates of training and the individuals who have received training.</li> </ul>	<p>Jan 1, 2015</p> <p>Reviewed December 2023</p>	<p>Human Resources</p>	<p>Ongoing</p>

## Part II – Information and Communications Standards

TEN is committed to creating, providing and receiving information and communications in ways that are accessible for people with disabilities.

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication support.
- publicly available emergency procedures, plans, public safety information
- accessible websites and web content

<p><b>Feedback processes</b></p> <p>*Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR.</p> <p>Feedback can be provided via:          Email: <a href="mailto:ca-peoplesupport@TENLeasing.com">ca-peoplesupport@TENLeasing.com</a>          Website: Send a message through the website at:  <a href="https://tenleasing.com/en-ca/contact-us">https://tenleasing.com/en-ca/contact-us</a>          Mail: 1880 Britannia Rd E, Mississauga, L4W 1J3          Phone: 1-855-670-7077</p> <p>All feedback, including complaints, will be directed to the CHRO. Customers can expect to hear back in ten (10) business days.</p>	<p>Jan 1, 2015</p>	<p>Human Resources</p>	<p>Complete</p>
<p><b>Accessible formats and communication support</b></p> <p>*Upon request, to the extent practicable, we will provide or arrange for the provision of publicly available information that is in respect of our services or facilities in accessible formats and communication, supports for persons with disabilities.</p> <p>* Consult with person making the request to determine suitability of accessible format or communication support.</p> <p>* Provision of the accessible format or communication support in a timely manner</p> <p>* Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities</p>	<p>Jan 1, 2016</p>	<p>Human Resources          Sales          Accounts Receivable          Marketing</p>	<p>Complete</p>

<p><b>Emergency procedures, plans or public safety information</b></p> <p>* Emergency procedures, plans or public safety information, which is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.</p> <p>To make a request:  Email: <a href="mailto:ca-peoplesupport@TENLeasing.com">ca-peoplesupport@TENLeasing.com</a>  Website: Send a message through the website at:  <a href="https://tenleasing.com/en-ca/contact-us">https://tenleasing.com/en-ca/contact-us</a>  Mail: 1880 Britannia Rd E, Mississauga, L4W 1J3  Phone: 1-855-670-7077</p> <p>All requests will be directed to the CHRO. Customers can expect to hear back in ten (10) business days.</p>	<p>Jan 1, 2012</p> <p>Reviewed December 2023</p>	<p>Human Resources</p>	<p>Complete</p>
<p><b>Accessible websites and web content</b></p> <p>* Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021, to the extent practicable.</p> <p>* Note – All WCAG2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</p>	<p>Beginning Jan 1, 2014 &amp; ongoing through to Jan 1, 2021</p>	<p>Marketing IT Human Resources</p>	<p>Completed (2014)</p>
<p><b>Part III – Employment Standards</b></p> <p>TEN is committed to providing for fairness and accessibility across all stages of the employment life cycle, allowing employees to reach their full potential.</p> <p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> <li>• recruitment, assessment and selection</li> <li>• accessible formats and communication support for employees</li> <li>• workplace emergency response</li> <li>• individual accommodation plans and return to work processes.</li> <li>• performance management, career development and redeployment</li> </ul>			
<p><b>Recruitment, Assessment, Selection</b></p>	<p>Jan 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>

<p>* Review and update existing recruitment, policies, procedures and processes.</p> <p>* Notify the public and our staff that, when requested, we will accommodate people with disabilities during the recruitment process.</p> <p>* 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 utilized.</p> <p>* If a job applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.</p> <p>*When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.</p>	Reviewed Jan 1, 2022		
<p><b>Informing employees of support for those with disabilities</b></p> <p>* Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>* Keep employees up to date on changes to policies/procedures relating to accommodation</p> <p>This includes the Customer Service and Accommodation Policies.</p>	Jan 1, 2016	Human Resources	Complete
<p><b>Accessible formats and communication support for employees</b></p> <p>* When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.</p>	Jan 1, 2016	Human Resources	Complete
<p><b>Workplace emergency response information</b></p> <p>* Provision of individualized workplace emergency response information for employees with disabilities.</p> <p>* Review of the individualized information when:</p> <ul style="list-style-type: none"> <li>• The employee changes location.</li> <li>• The employee's overall accommodation needs and/or plan are reviewed;</li> <li>or</li> <li>• The company's general emergency policies are reviewed.</li> </ul>	Jan 1, 2012	Human Resources	Complete

* With the employee's consent, provide the individualized information to designated persons if the employee requires assistance in emergency situations, and in a way that respects the privacy of the employee. The designated person would be notified of confidential nature of this information.	Updated Jan 1, 2022		
<b>Documented individual accommodation plans / Return to work Process</b> * Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities. * Include in the process and plans all of the required elements in accordance with the provisions of the IASR.	Jan 1, 2016	Human Resources	Complete
<b>Performance management, career development, advancement and redeployment</b> * Review and update existing policies, practices, and the performance management portal to ensure compliance with IASR * Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment.	Jan 1, 2016	Human Resources	Complete

**Part IV.1 – Design of Public Spaces Standards**

**\* At the present time, TEN does not plan on developing or redeveloping any of its public spaces, as defined in the Design of Public Spaces Standard. However, should this change at any time this plan will be revised.**

This section of the Regulation includes requirements related to:

- recreational trails & beach access routes (NA)
- outdoor public use eating areas & outdoor play spaces (NA)
- exterior paths of travel
- parking
- obtaining service
- maintenance

<p><b>Obtaining service – Make service counters and reception areas are accessible.</b></p> <p>* Where practicable, all <u>newly constructed or redeveloped</u> service counters and reception areas will conform to all of the required elements in accordance with the provisions of the IASR.</p>	Jan 1, 2017	Facilities Manager Branch Manager Service Managers Human Resources	Ongoing Review
<p><b>Maintain the accessible parts of our public spaces.</b></p> <p>* Identify preventative and emergency maintenance procedures and alternatives and procedures for handling disruptions and alternatives in accordance with the provisions of the IASR.</p>	Jan 1, 2017	Facilities Manager Branch Manager Service Managers Human Resources	Ongoing Review
<p><b>Make parking accessible</b></p> <p>* Where practicable, <u>new and redeveloped</u> parking areas meet certain technical requirements in accordance with the provisions of the IASR.</p>	Jan 1, 2017	Facilities Manager Branch Manager Service Managers Human Resources	Ongoing Review
<p><b>Make exterior paths of travel accessible.</b></p> <p>* Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.</p>	Jan 1, 2017	Facilities Manager Branch Manager Service Managers Human Resources	Ongoing Review
<p><b>Make outdoor public eating areas accessible.</b></p> <p>* If <u>newly constructing or redeveloping</u> outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR.</p>	Jan 1, 2017	Facilities Manager Branch Manager Service Managers Human Resources	Ongoing Review