



Kia Canada Inc.

AODA - Integrated Accessibility Standards Regulation (IASR) Policy

Date: 2014

PURPOSE

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

DEFINITIONS

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

SCOPE

This policy applies to all Kia Canada Inc. (“KCI”) employees, volunteers, agents and/or contractors (collectively, “Employees”) who deal directly with KCI Customers or the public generally (“Customer(s)”).

This policy is part of the KCI Main Employee Handbook and will be interpreted and applied in accordance with that handbook.

GENERAL PRINCIPLES

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Redeployment](#)
- I. [Review](#)

A. General Requirements

General requirements that apply the following four (4) standards are outlined in this policy: Information and Communications and Employment,

i. [Establishment of Accessibility Policies and Plans](#)

Kia Canada Inc. will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Kia Canada Inc. will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Kia Canada Inc. will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Kia Canada Inc. will review and update its accessibility plan at least once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Kia Canada Inc.'s accessibility plan. This status report will be posted on our website. If requested, the report shall be available in an accessible format.

ii. [Training Requirements](#)

Kia Canada Inc. will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Kia Canada Inc.'s policies, and all other persons who provide goods, services or facilities on behalf of Kia Canada Inc..

Training will be provided on an ongoing basis to new employees and as changes to Kia Canada Inc.'s accessibility policies occur.

- iii. Records
Kia Canada Inc. will maintain records on the training provided, when it was provided and the number of employees that were trained.
- iv. Feedback Process
Kia Canada Inc. will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#), Kia Canada Inc. will make the availability of accessible feedback formats publicly known.

- iv). Accessible Formats and Communication Supports
Unless deemed [unconvertible](#), Kia Canada Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Kia Canada Inc. will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Kia Canada Inc. will make the availability of accessible formats and communication supports publicly known.

B. Recruitment, Assessment and Selection

Kia Canada Inc. will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Kia Canada Inc. will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Kia Canada Inc.'s policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Kia Canada Inc. will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Kia Canada Inc. will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Kia Canada Inc. will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Accessible Websites and Web Content

Kia Canada Inc. will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

D. Workplace Emergency Response Information

Where required, Kia Canada Inc. will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Kia Canada Inc. reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Kia Canada Inc. must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Performance Management and Career Development and Advancement

Kia Canada Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Kia Canada Inc. will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Kia Canada Inc. will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly and no less than once every 5 years, to ensure that it is reflective of Kia Canada Inc.'s current practices as well as legislative requirements.