

# AODA Multi-Year Accessibility Plan

2025 - 2030



## Purpose

This Multi-Year Accessibility Plan outlines the actions Canadian Applus organization will take between 2025 and 2030 to identify, prevent and remove barriers for people with disabilities, in alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This plan will be reviewed at least once every five years and will be available in accessible formats upon request.

## 1. Statement of Commitment

Applus Canada is committed to providing accessible, inclusive services and employment practices. We strive to support dignity, independence, integration, and equal opportunity for all individuals. We will meet AODA requirements and continuously improve accessibility across our operations.

## 2. Training

**Status:** Ongoing

**Applus will:**

- Provide AODA and Ontario Human Rights Code–related accessibility training to all employees, contractors, and applicable third parties
- Train new staff as soon as reasonably possible after their start date
- Maintain training records (participants, dates and type of training)

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**Training covers:**

- Responsibilities under the IASR
- Duty to accommodate under the Human Rights Code

## 3. Information & Communications

### Accessible Feedback Processes

Status: Ongoing

- Applus will:**
- Maintain an accessible process for receiving and responding to feedback from employees, clients and the public
  - Offer feedback options by phone, email, written correspondence or in-person
  - Provide alternative formats upon request
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### Accessible Information

Status: Ongoing

- Applus will:**
- Ensure public information is available in accessible formats upon request
  - Consult with the requesting individual to determine suitable formats or communication supports
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### Website & Digital Accessibility

Status: Ongoing

- Applus will:**
- Ensure corporate websites and web content meet WCAG 2.0 Level AA requirements
  - Apply accessibility best practices for digital content (e.g., alt text, keyboard navigation, readable formats)
  - Monitor future legislative updates and adjust as required
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## 4. Employment Standards

### Recruitment & Hiring

Status: Ongoing

- Applus will:**
- Inform applicants that accommodations are available during the recruitment and assessment process
  - Consult with applicants who request accommodation and provide suitable adjustments
  - Notify new hires about workplace accessibility policies
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### Individual Accommodation Plans & Return-to-Work

Status: Ongoing

**Applus will:**

- Maintain a documented process for individual accommodation plans
  - Support employees returning from disability-related leaves through structured return-to-work plans
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## Performance Management, Development & Redeployment

**Status:** Ongoing

**Applus will:**

- Consider accessibility needs and accommodation plans during performance reviews
  - Provide performance documentation in accessible formats upon request
  - Ensure employees with disabilities have equal access to career development and internal mobility opportunities
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## 5. Design of Public Spaces

**Status:** As Needed

Where Applus builds or redevelops publicly accessible areas in Ontario, we will meet the AODA Design of Public Spaces Standards. This may include, where applicable:

- Service counters
- Waiting areas
- Exterior paths of travel

In the event of disruptions to accessible features, we will notify the public and provide alternative options where possible.

## 6. Continuous Improvement

**Status:** Ongoing

**Applus will:**

- Monitor for accessibility barriers through employee and public feedback
  - Address identified issues promptly based on operational capacity and best practices
  - Update the plan as needed to reflect legislative changes or organizational improvements
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## Contact for Accessibility Inquiries

To request accessible information, provide feedback, or ask questions about accessibility at Applus Canada:

**Email:**

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**Phone:**

1-780-440-6600

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