

AODA MULTI-YEAR ACCESSIBILITY PLAN

2021-2026

Statement of Commitment

Rapid City Transportation o/b AutoLux Ltd. is committed to meeting the needs of all with disabilities and is working hard to remove and prevent any barriers to accessibility. We are committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

We commit to regularly reviewing how customers, passengers and potential candidates interact with the business, by way of our day to day conversations and business culture having a focus on accessibility. We commit to continuous adjustment to our policies and training materials to ensure all employees are up to date and able to support.

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.

Standards of Accessibility under AODA:

Customer Service Standard and Training Standard

Rapid City Transportation o/b AutoLux Ltd is committed to providing accessible customer service to people with disabilities. We train our staff to communicate effectively and courteously with all who have various types of disabilities. We also provide accessible communication formats on our website and upon request.

How we comply:

- Company policies comply with Accessibility for Ontarians with Disabilities Act, 2005 customer service standards and human resources practices.
- All employees receive awareness training on Accessibility for Ontarians with Disabilities Act, 2005 and aspects of the Ontario Human Rights Code related to persons with disabilities. Training will be provided in a way that best suits the duties of the employees and thereafter available for reference.
- Built in operational secondary plan in place for travel disturbances, in addition to communication plan if necessary to use secondary plan.

Information and Communications Standard

Rapid City Transportation o/b AutoLux Ltd is committed to making our information and communications accessible to people with disabilities.

How we comply:

- Website meets the WACG2.0 AA requirements.
- Offer multiple communications options to interact with our booking Customer Service Team.

Employment Standard

Rapid City Transportation o/b AutoLux Ltd is committed to fair and accessible employment practices. We provide accommodations for employees with disabilities and incorporate accessibility into our recruitment and employment processes.

How we comply:

- Human Resources policies and practices meet the AODA requirement and are regularly reviewed to ensure compliance.
- Fair and equitable recruitment and selection practices.
- Formal accommodation and return to work policies and protocols.
- Trained Human Resources employees and management team.

Design of Spaces and Transportation Standard

Rapid City Transportation o/b AutoLux Ltd is committed to accessible workspaces for employees and the public. In addition, our fleet includes wheelchair-accessible vehicles, and Drivers are trained to assist passengers with mobility challenges. We accommodate assistive devices, service animals and support persons for passengers with disabilities.

How we comply:

- Regular review of interior and exterior office spaces with JHSC ensuring compliance.
- Regular review and maintenance of all vehicles and company provided assisted devices ensuring all components are in working order.
- Trained employees on vehicle operation, and interacting with assistive devices, service animals and support persons.

Continued Promise and Feedback Process

We promise to always be learning and to further developing how we provide support and care, ensuring all individuals with disabilities interacting with Rapid City Transportation o/b AutoLux Ltd. may maintain independence and dignity, and always be treated equally.

If we missed something or you have a suggestion, we welcome and appreciate your feedback. Those who wish to provide feedback can email, call, or write to us. All feedback will be directed to the Management Team. You can expect a response within 3-5 business days.

For more information on this accessibility policy, please contact our Management team at:

Management

Toll-Free Phone: 1-888-202-3923

E-mail: info@rapidcitytransport.com

Address: 970 Brock Rd, Pickering, Ontario, L1W 2A1