Accessibility for People with Disabilities Policy

Policy

Avis Budget Group Canada strives to provide its services in a way that respects the dignity and independence of all people, including people with disabilities. We are dedicated to excellence in serving all employees, customers, and contractors. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This policy establishes accessibility standards at Avis Budget Group Canada in accordance with the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation (IASR) created under the Accessibility for Ontarians with Disabilities Act (2005).

Definitions

Accessibility: Ensure people with disabilities have equal opportunity to work, travel, play, and participate in all aspects of life.

Barrier: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. It includes a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technology, a policy or a practice barrier.

Disability: As defined in Section 2 of the AODA Act, Disability means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

- A mental disorder; and/or

- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.
**Integrated Accessibility Standards Regulation (IASR):** Standards that build upon the Accessibility for Ontarians with Disabilities Act (2005) and contain four new areas of focus to make Ontario accessible: Information & Communication; Employment; Transportation; Built Environment. As defined by the Ministry of Economic Development, Trade and Employment, the IASR establishes the compliance framework for obligated organizations. The IASR applies to all public, private and not-for-profit organizations, with at least one employee.

**Procedure**

**Section 1: Providing Goods, Services, and Facilities to People with Disabilities**

Avis Budget Group Canada strives to provide people with disabilities, equitable access to goods, services facilities and/or employment, taking into account the person's disability.

**Section 3: Kiosks**

Avis Budget Group Canada will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

**Section 4: Communication**

Avis Budget Group Canada is committed to meeting the communication needs of persons with disabilities. Upon request, an individual can request communication in an accessible format.

**Section 5: Format of Documents**

Upon request, Avis Budget Group Canada strives to provide accessible documents, materials or information in alternate formats in a timely manner and at no extra cost.

**Section 6: Notice of Availability of Documents**

Avis Budget Group Canada will provide the public notice of the availability of the documents in accessibly format, required by the IASR upon request. Notice of availability will be provided on the website and through other printed methods.

**Section 7: Internet Websites**

Avis Budget Group Canada’s internet websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines in accordance with the schedule set out in the IASR (By 2021).

**Section 9: Inclusive Meetings**

Avis Budget Group Canada strives to ensure all meetings are organized, co-ordinated, and planned to accommodate persons with disabilities and will arrange for appropriate requests based on the individual’s disability.

**Section 12: Emergency Procedures, Plans or Public Safety Information**

Avis Budget Group Canada will make information about emergency procedures, plans or public safety information available to the public in an accessible format, upon request.
Section 13: Workplace Emergency Response

Avis Budget Group Canada will provide individualized workplace emergency response information to employees who have self-identified a disability.

Section 14: Employment

Avis Budget Group Canada is committed to fair and accessible employment practices and will meet the requirements as set in the schedule of the IASR for all areas of employment.

Section 15: Multi-Year Accessibility Plan

Avis Budget Group Canada will establish, implement, maintain and document a multi-year accessibility plan outlining Avis Budget Group Canada’s strategy under AODA and the supporting standards to meet its requirements in preventing and removing barriers for persons with disabilities. This plan will be reviewed and updated as least every five years. The Plan will be posted on our website and provided in an accessible format upon request.

Section 16: Accessibility Training

Avis Budget Group Canada will provide training to employees based on individuals’ needs and duties within the business unit and as soon as is practical after they are assigned the applicable duties. Training may be in the form of a group session, a brochure, web-based training modules and/or as a component of the New Hire Orientation. Training records will be kept according to normal Avis Budget Group’s. retention guidelines. Training will include the requirements of the Accessibility Standards as outlined in the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to people with disabilities.

Section 17: Feedback Process

Avis Budget Group Canada will ensure the feedback process outlined in the Customer Service Policy is accessible to persons with disabilities and will notify the public of the accessible feedback process.

References