

Multi-Year Accessibility Plan

Statement of Commitment

Leggat Auto Group is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to preventing and removing barriers to accessibility in a timely manner. We are committed to and remain in compliance with the customer service standard.

Accessibility is about challenging our attitudes and beliefs about disabilities and recognizing the value and contributions that people with disabilities can make to our workplaces, communities and economy.

Our accessibility policies and Multi-Year Accessibility Plan are available to the public. A copy of our most recent Accessibility Compliance Report is available upon request.

Section 1. Past Achievements to Remove and Prevent Barriers

Establishment of Accessibility Policies

January 1st, 2014:

We have developed and implemented a company-wide 'Accessibility Policy'.

Our 'Accessibility Policy' along with our 'Multi-Year Accessibility Plan' contain a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.

The 'Accessibility Policy' is available in an accessible format upon request.

Creation of updated Multi-Year Accessibility Plan

January 1st, 2014:

A 'Multi-Year Plan' has been established and implemented.

Our 'Multi-Year Accessibility Plan' is made available on our website.

Our 'Multi-Year Accessibility Plan' will be reviewed and/or updated no less than every 5 years.

September 9th 2026:

The Multi-year plan was reviewed and an updated version was created.

Training of Employees**January 1st, 2015:**

Training was provided to employees and volunteers of our company on the requirements of accessibility standards and customer service standards as outlined in the IASR and the Human Rights Code.

June 1st, 2026:

A new Human Resources Information system, DriveHRIS, was implemented company-wide which includes state-of-the-art training courses assigned to all employees and volunteers of Leggat Auto Group.

Training is provided for employees and volunteers of our company on the requirements of accessibility standards as outlined in the IASR and the Human Rights Code.

A record of the training is kept including the names of the attendees, when the training was performed and when the training took place.

Accessible Websites and Web Content**January 1st, 2014:**

The Leggat Company website was brought up to date to conform with WCAG 2.0 Level AA and is updated to reflect any updates to our company policy or Multi-Year Plan.

Our marketing department regularly scans the company websites in order to keep up to date with the latest accessibility standards.

September 3rd, 2026:

Website accessibility scan was completed to ensure compliance with WCAG 2.0 Level AA standard.

Accessibility During Recruitment Process

January 1st, 2026:

Job posting wording was brought in line with requirements brought into effect by the current Employment Standards Act to ensure applicants are aware that accommodations are available to them during the hiring process. All required wording is included in the job posting, throughout the request for interview and interview process and within the job offer.

Any successful candidates will be informed that specific accommodations related to a disability are available to them before they start when an offer letter is issued to them.

Creation of Employee Accommodation Request Form

September 8th, 2026:

In addition to existing policy, to streamline and ensure transparency in the process for an employee to request accommodation in their workplace, the HR department created an accommodation form and made it available for all employees to complete on the company HRIS called DriveHRIS.

An employee who fills out this form will have their request saved to their employee profile. If an individual accommodation plan is required, it will be recorded and saved to the employee's file. HR will work with the employee and relevant management to develop any plans upon request and address any transfer, role changes or return to work with the same approach.

Section 2. Ongoing Strategies and Actions

Regular Review of Policies

All company policies, including the accessibility policy, are reviewed annually, and amended if necessary.

Onboarding of New Employees & Ongoing Training

All New employees are assigned training on AODA and human rights legislation to ensure that they are aware of both the company's and their obligations in maintaining

compliance with relevant legislation. This includes understanding how to treat co-workers with disabilities, customer service standards and their rights as workers should they have a disability. Some training courses must be completed annually in order to maintain knowledge of accessibility standards and legal requirements.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Employees also must review and acknowledge all company policies when they are hired, or when policies have been updated. This ensures they are aware of the company's processes in relation to accommodations for people with disabilities including both customers and employees.

Feedback Process

Customers are encouraged to provide feedback about the accessibility of our goods, services, facilities, and customer service. Feedback or accommodation requests may be submitted by email to hello@lag.ca with the subject line indicating either AODA feedback or a request for accommodation.

All accessibility feedback will be acknowledged within 5 business days of receipt. The acknowledgement will confirm the feedback has been received and, where appropriate, provide information about any actions taken or planned in response to the concerns or complaints raised. Where additional time is required to review or respond to feedback, the customer will be advised of the delay and, where possible, provided with an expected response date.

Accessible Formats and Communication Supports

Upon request, we will provide accessible formats and communication supports for persons with disabilities in a timely manner that consider the person's accessibility needs.

We shall consult with the person to determine the best suited method of communication and accessible format.



We continue to notify the public of the availability of accessible formats and communication supports.

Workplace Emergency Response Information

We provide individualized workplace emergency response information upon request.

We will provide assistance to the employee with their permission. Information to the person assigned to provide assistance to the employee in an emergency.

Individualized workplace emergency response information is reviewed when the employee moves to a different location in the organization or when the employee's overall accommodation needs or plans are reviewed.

Design of Public Spaces

Any extensive renovations beyond cosmetic or maintenance work affecting customer-facing areas and paths of travel done as redevelopment to public spaces will take into account accessibility needs and standards.