

 	AODA Multi-Year Accessibility Plan	Date: January 2025 Next Review Date: January 2030
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Multi-Year Accessibility Plan (2025-2030)

Renaissance Repair and Supply Ltd. and its wholly owned subsidiary, 4031351 Canada Inc. (Terra Nova) (hereafter referred to as RNR/TN) is committed to improving accessibility. We have prepared our Multi-Year Accessibility Plan in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Integrated Accessibility Standards Regulation (O. Reg 191/11)*

RNR/TN is committed to building and maintaining an inclusive, respectful, and accessible workplace for our employees and an accessible environment for our customers and stakeholders. We support the principles of dignity, independence, integration, and equal opportunity and recognize that accessibility is a shared responsibility across the organization.

RNR/TN is committed to meeting all requirements of the Accessibility for Ontarians with Disabilities Act, 2005. We will continue to identify, remove, and prevent barriers to accessibility and to improve access to our goods, services, facilities, and employment practices.

Introduction

Renaissance Repair and Supply Ltd. and its wholly owned subsidiary, 4031351 Canada Inc. (Terra Nova) (hereafter referred to as RNR/TN) are Ontario-based organizations committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

This Multi Year Accessibility Plan outlines the measures that RNR/TN has taken and will continue to take to prevent and remove barriers to accessibility and to ensure compliance with the AODA. This plan demonstrates how RNR/TN contributes to building a more accessible Ontario.

RNR/TN provides training to all employees on Ontario's accessibility laws and the accessibility related aspects of the Ontario Human Rights Code. Training is provided as soon as practicable after hire and when policies change. Records of training, including dates and attendance, are maintained. This plan will be reviewed and updated at least once every five years.

Section 1: Past Achievements to Remove and Prevent Barriers

RNR/TN has completed the following accessibility initiatives:

Customer Service

- Implemented an Accessible Customer Service Policy in compliance with AODA requirements.

- Trained employees on providing accessible customer service and interacting with persons with disabilities.
- Established accessible feedback processes via phone, email, and website.
- Permitted the use of assistive devices, service animals, and support persons.
- Implemented procedures for providing notice of temporary disruptions to services.

Information and Communications

- Provided information and communication materials in accessible formats upon request.
- Ensured feedback processes are accessible to persons with disabilities.
- Committed to providing accessible emergency and public-safety information upon request.

Employment

- Implemented an Accessible Employment Policy addressing recruitment, assessment, onboarding, accommodation, and return-to-work processes.
- Established processes for individualized accommodation plans and workplace emergency response information.
- Ensured accessibility is considered in performance management, career development, and redeployment processes.

Procurement

- Accessibility considerations are reviewed during procurement, where applicable.

Self-Service Kiosks

- Implemented an internal electronic timekeeping system for hourly employees.
- Ensured that accessibility is considered when procuring internal self-service technologies, and that alternative arrangements or accommodations are available where required.

Training

- Delivered AODA and Human Rights Code training to employees.
- Maintained records of all training provided.

Design of Public Spaces

- RNR/TN is not currently responsible for designing or redeveloping public spaces. This pillar is listed here as a requirement of the Act, but there are no activities applicable to RNR/TN.

Transportation

- The transportation standard does not currently apply to RNR/TN operations. This pillar is listed here as a requirement of the Act, but there are no activities applicable to RNR/TN.

Section 2: Strategies and Actions

Customer Service

RNR/TN is committed to providing accessible customer service to people with disabilities.

- Continue providing accessible customer service training to new employees (Ongoing).
- Maintain accessible feedback processes and respond to feedback in a timely manner (Ongoing).
- Continue to permit assistive devices, service animals, and support persons (Ongoing).

Information and Communications

RNR/TN is committed to making information and communications accessible.

- Provide accessible formats and communication supports upon request (As required).
- Notify the public of the availability of accessible formats and supports (Ongoing).
- Maintain accessible feedback processes (Ongoing).

Employment

RNR/TN is committed to fair and accessible employment practices.

- Maintain accessible recruitment and selection processes (Ongoing).
- Continue to develop, implement, and review individualized accommodation plans (As required).
- Maintain return-to-work processes for employees with disabilities (As required).
- Take accessibility needs into account during performance management, career development, and redeployment (Ongoing).

Procurement

- Incorporate accessibility considerations into procurement processes where applicable (Ongoing).

Self-Service Kiosks

- When acquiring or updating internal self-service technologies, including electronic timekeeping systems, RNR/TN will have regard for accessibility and will provide alternative arrangements or accommodations where required (As required).

Training

- Provide AODA and Human Rights Code training to all new employees (At onboarding).
- Provide additional training when policies or legislation change (As required).

Design of Public Spaces

- This pillar is listed here as a requirement of the Act, but there are no activities applicable to RNR/TN. If RNR/TN becomes responsible for building or modifying public spaces, accessibility standards will be met in accordance with legislation (As required).

Transportation

- This standard does not currently apply to RNR/TN operations. This pillar is listed here as a requirement of the Act, but there are no activities applicable to RNR/TN.

For More Information

For more information about this Multi-Year Accessibility Plan, or to request accessible formats or communication supports, please contact:

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This Multi-Year Accessibility Plan is publicly available on RNR/TN websites:

<https://www.renrns.com>

<https://www.terranovasol.com>

Standard and accessible formats of this document are free on request from:

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