

## **Multi-Year Accessibility Policy and Plan**

Toyota Credit Canada Inc. (“TCCI”) operates throughout Canada under the business name of Toyota Financial Services, Lexus Financial Services, Subaru Financial Services by TCCI, and Mazda Financial Services.

### **Statement of Commitment**

TCCI respects an individual's rights to equal access to our services free from discrimination. Our plan is intended to reflect and promote the principles of dignity, independence, equality of opportunity and integration.

### **1. EMERGENCY SITUATIONS AND EVACUATION**

TCCI will provide employees (“Associates”) and guests with publicly available emergency information in an accessible way upon request. Once TCCI becomes aware of the need for accommodation due to an associate’s or guest’s disability, TCCI will provide individualized workplace emergency response information as appropriate.

### **2. TRAINING**

TCCI will educate and train Associates on the *Accessibility for Ontarians with Disabilities Act* (“AODA”) as it relates to people with disabilities. TCCI will ensure that Associates are aware of how to interact comfortably and respectfully with job applicants, Associates and Customers with disabilities.

TCCI will take the following steps to ensure compliance no later than **January 1, 2015**:

- Arrange for training for all Associates, as appropriate, and as required by the Ontario *Integrated Accessibility Standards Regulation*;
- Maintain any required training records;
- Include appropriate training as part of the new hire orientation for new Associates; and
- Update the training as required by the *Ontario Integrated Accessibility Standards Regulation*.

### **3. EMPLOYMENT PRACTICES**

#### **Recruitment and Selection**

TCCI will ensure that all applicants who are extended an interview are made aware that accommodations are available upon request. The candidate will be asked to advise how to provide a suitable accommodation in a manner that takes into account the applicant’s accessibility needs.

TCCI will take the following steps to ensure compliance no later than **January 1, 2016**:

- Include wording in our job postings to indicate to potential job applicants that TCCI has an accommodation policy;
- Advise recruiters that TCCI complies with the AODA and will provide accommodations upon request;
- TCCI will update our job application form to include wording that indicates it has an accommodation policy; and
- TCCI will include wording within our Offer of Employment Letter to indicate that it has an accommodation policy.

### **Accessibility within the Office Suite**

TCCI will identify accessibility barriers, review all deficiencies and prepare a remediation plan in compliance with the timing of the Ontario *Integrated Accessibility Standards*.

### **Individual Accommodation Plans**

TCCI has a process in place for Associates with a disability that manages documented individual accommodation plans, return-to-work plans, performance expectations and performance development throughout the employment lifecycle at TCCI.

## **4. INFORMATION AND COMMUNICATIONS**

### **Accessible Formats and Communication Supports**

TCCI will, upon request, provide or arrange for the provision of accessible formats and communication supports to individuals with disabilities. In doing so, TCCI will take into account through consultation with the individual, the individual's accessibility needs and the suitability of the format or communication support to his or her disability.

### **Company Websites**

TCCI will ensure that its internet websites, including web content, conform to the accessibility standards in accordance with the timelines and requirements of the Ontario *Integrated Accessibility Standards*.

### **Feedback**

In accordance with this policy and TCCI's Accessibility for Customers with Disabilities Plan, feedback is encouraged in order to continuously improve our processes. TCCI will ensure existing feedback processes are accessible to people with disabilities by providing for appropriate accessible formats and communication supports to individuals with disabilities upon request.

Please mark all feedback correspondence with the heading "**Accessibility Feedback**". To protect personal information, TCCI will only use this information to acknowledge and respond to submissions within a fifteen (15) business day timeline.

### **For More Information**

For more information on this accessibility plan, provide feedback or request a copy of this document in an alternate format please contact us at:

**Telephone:** 905-513-5948

**Toll-free:** (888)-513-5949

**Fax:** (905)-513-9776 or toll-free (800)-665-4948

**Hours of operation:** 9am to 5pm Eastern.

**By Mail:**

Subaru Financial Services by TCCI  
80 Micro Court, Suite 200  
Markham, Ontario, Canada, L3R 9Z5

Attention: Customer Service Manager