

# Accessibility Policy and Multi-Year Accessibility Plan for Enterprise Holdings

In 2005, the Ontario Government set the goal of a “barrier-free Ontario” for people with disabilities by creating the *Accessibility for Ontarians with Disabilities Act, 2005* (“the Act” or “AODA”). Regulations were created which set out the steps that organizations, including Enterprise Rent-A-Car Canada Company, operator of the Enterprise Rent-A-Car, National Car Rental and Alamo Rent-a-Car brands in Canada (“Enterprise Holdings”), must take to meet this laudable goal. These Regulations cover accessibility standards in customer service, information and communications, employment, transportation and the built environment.

**Enterprise Holdings** has already complied with Regulation 429/07 – Accessibility Standards for Customer Service – by creating internal policies, practices and procedures which recognize the role **Enterprise Holdings** will play in making Ontario more accessible. These initiatives included the creation of a training program for employees on the AODA and how to provide accessible services. **Enterprise Holdings** has also developed a feedback process, via email at ChiefAccessibilityOfficer@ehi.com and in hard-copy form available at our stores to help ensure that we maintain our high level of accessibility.

This Accessibility Policy and Multi-Year Accessibility Plan outlines the policies, procedures and actions that **Enterprise Holdings** will put and has put in place to comply with the remaining requirements of the *Act* and its Regulations.

## **Statement of Commitment**

**Enterprise Holdings** is committed to improving accessibility for individuals with disabilities and treating all people in a way that allows them to maintain their dignity and independence. **Enterprise Holdings** will continue to meet 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 *Act* and its Regulations.

## **Barrier Assessment**

In accordance with AODA and **Enterprise Holdings’** goal of providing an inclusive workplace, this Accessibility Policy and Multi-Year Accessibility Plan seeks to eliminate and prevent barriers to accessibility. Typical barriers experienced by individuals with disabilities include physical, communication and technology, attitudinal and systemic barriers.

## **Accessible Emergency Information**

**Enterprise Holdings** is committed to providing its customers, clients and the general public with publicly available emergency information, in an accessible way, upon request.

**Enterprise Holdings** will also provide employees with a disability with individualized emergency response information when necessary.

### **Implementation Timeframe:**

Effective January 1, 2012 and ongoing.

## **Training**

**Enterprise Holdings** will provide training to employees on Ontario's accessibility laws and on the *Human Rights Code* ("the *Code*") as it relates to people with disabilities. Training will be provided in a way that best suits the duties of **Enterprise Holdings** employees being trained.

**Enterprise Holdings** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- **Enterprise Holdings** will review current training materials to determine whether any existing training materials can be built upon and used for *AODA* training;
- **Enterprise Holdings** will provide Customer Service Training about the provision of **Enterprise Holdings'** goods, services and facilities to persons with disabilities to every person who is an employee or volunteer;
- **Enterprise Holdings** will ensure that Customer Service Training has been received about the provision of **Enterprise Holdings'** goods, services and facilities to persons with disabilities by every person who participates in developing Enterprise Holdings' accessibility policies;
- **Enterprise Holdings** will ensure that Customer Service Training has been received by any other person who provides goods, services and facilities to persons with disabilities on **Enterprise Holdings'** behalf;
- **Enterprise Holdings** will ensure that the Customer Service Training includes a review of the purposes of the *Act* and the requirements of the Customer Service Standard. Training will specifically include instruction on the following matters:
  1. How to interact and communicate with persons with various types of disability.
  2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

3. How to use equipment or devices available on the **Enterprise Holdings'** premises or otherwise provided by the **Enterprise Holdings** that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing **Enterprise Holdings'** goods or services.
  - **Enterprise Holdings** will also provide training to all employees, people who participate in developing **Enterprise Holdings'** policies and all other persons who provide goods, services or facilities on **Enterprise Holdings'** behalf on:
    - (1) The requirements of the remaining accessibility standards referred to in the Integrated Accessibility Standard, O. Reg. 119/11; and
    - (2) The requirements of the *Code* as it pertains to persons with disabilities; and,
  - **Enterprise Holdings** will post accessibility training materials onto its Intranet Portal "the Hub" for internal use by its employees;
  - **Enterprise Holdings** will provide ongoing training as required under *AODA* for all new employees and/or if there is a substantial change to **Enterprise Holdings'** policy to the persons listed above.

**Implementation Timeframe:**

Effective January 1, 2012 and ongoing.

**Kiosks**

**Enterprise Holdings** will take the following steps to make self-service kiosks accessible:

- **Enterprise Holdings'** Airports and Operations will be consulted and trained on considering the needs of people with disabilities when designing self-service kiosks.
- New build and redesign processes will be augmented with accessibility criteria.
- The Airports and Operations will consider what features can be cost-effectively built into existing and new self-serve kiosks to make those kiosks more accessible. Such features will be implemented as appropriate.
- Employees will be trained to assist individuals with accessibility features built into any existing or new kiosks.

**Implementation Timeframe:**

By January 1, 2014 and ongoing.

**Information and Communications**

**Enterprise Holdings** is committed to meeting the information and communication needs of people with disabilities. We will consult with customers with disabilities making a request for accessible information to determine the suitability of an accessible format or communication support.

**Enterprise Holdings** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- **Enterprise Holdings** will provide customers with or arrange for the provision of information in an accessible format or with communication support, upon request; and,
- **Enterprise Holdings** will respond to such requests for accessible information in a timely manner that takes into account the person's accessibility needs due to disability.
- The cost to the persons with disabilities of providing such accessible formats or communication supports will not be more than the regular cost charged to other persons.
- **Enterprise Holdings** will notify the public about the availability of accessible formats and communications supports.

**Enterprise Holdings** will take the following steps to make any new websites and new web content conform to WCAG 2.0, Level A by **January 1, 2014**:

- any new **Enterprise Holdings** websites will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A;
- any new **Enterprise Holdings** web content will be assessed and evaluated for accessibility conformance;
- if conformance with WCAG 2.0 Level A is an issue, **Enterprise Holdings** will consult with its internal IT department and an external consultant, as needed, regarding necessary changes to its new websites and new web content so as to come into compliance;
- **Enterprise Holdings** will engage the services of its internal IT department and an external website consultant, as needed, to implement improvements to its websites and web content so as to meet the compliance standards.

**Enterprise Holdings** will take the following steps to make any public websites and web content conform to WCAG 2.0, Level AA by **January 1, 2021**:

- **Enterprise Holdings'** public websites will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level AA;
- public web content will be assessed and evaluated for accessibility conformance;
- if not in conformance with WCAG 2.0 Level AA, **Enterprise Holdings** will consult with its internal IT department and external consultants, as needed, regarding necessary changes to bring to the websites and web content into compliance;
- services of an external website consultant will be engaged to make the above improvements to the websites and web content to the extent the internal IT department is unable to make the necessary changes;
- **Enterprise Holdings** will make any necessary improvements to the websites and content will be made to ensure compliance.

**Implementation Timeframe:**

By January 1, 2014 and ongoing.

**Feedback**

**Enterprise Holdings** will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- make the provision of feedback accessible on its websites;
- advise customers and clients that feedback can be given in person, by mail, by phone, by fax or by e-mail to:

Chief Accessibility Officer – Enterprise Holdings  
280 Attwell Drive  
Etobicoke, ON M9W 5B2  
Telephone: (416) 679-7481  
Facsimile: (833) 811-4173  
E-mail: [chiefaccessibilityofficer@ehi.com](mailto:chiefaccessibilityofficer@ehi.com)

- ensure public that supports are available to facilitate the submission of feedback; and,
- commit to responding to feedback as soon as practicable.

**Enterprise Holdings** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- **Enterprise Holdings** will provide its customers and members of the public with information in an accessible format upon request.
- **Enterprise Holdings** will respond to such requests within 72 hours.

**Implementation Timeframe:**

By January 1, 2016 and ongoing.

**Employment**

**Enterprise Holdings** is committed to fair and accessible employment practices.

**Enterprise Holdings** will take the following steps by **January 1, 2016** to notify the public and staff that it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- include a statement in any job advertisements that **Enterprise Holdings** will hire individuals with disabilities and will provide accommodations during the recruitment process;

- if a job applicant requests accommodation, **Enterprise Holdings** will consult with the individual and make adjustments that best suit his/her needs to the extent required by law;
- confirm, in any interview, that **Enterprise Holdings** will hire individuals with disabilities;
- notify successful applicants of **Enterprise Holdings'** policies for accommodating employees with disabilities in any offer letter;
- include in the **Enterprise Holdings** "New Hire Orientation" training program a section on accessibility and the *Code*, as appropriate;
- advise current employees of the policies on accessibility and the *Code*;
- advise employees when any changes are made to the above policies; and,
- review existing policies and procedures, and where necessary, augment processes for people with disabilities.

**Enterprise Holdings** will take the following steps to develop and put in place a process for designing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes.

**Enterprise Holdings** will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if **Enterprise Holdings** uses performance management, career development and redeployment processes:

- review existing policies and procedures and amend where necessary to ensure accessibility considerations.

**Enterprise Holdings** will take the following steps to prevent and remove other accessibility barriers identified:

- assess, review, and alter (if required) policies and procedures to ensure compliance with the *AODA*.

**Implementation Timeframe:**

By January 1, 2016 and ongoing.

**Design of Public Spaces**

**Enterprise Holdings** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its facilities in public spaces. Public spaces at **Enterprise Holdings** include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, and curb ramps
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

**Implementation Timeframe:**

By January 1, 2017 and ongoing.

**Service Disruptions**

**Enterprise Holdings** have put procedures in place to prevent service disruptions, including to the accessible parts of its public spaces.

In the event of a service disruption, **Enterprise Holdings** will use good faith efforts to notify the public of the service disruption and alternatives available.

**Implementation Timeframe:**

Effective immediately and ongoing.

**Policy Review**

The Multi-Year Accessibility Plan is a tool for **Enterprise Holdings** to communicate its accessibility initiatives internally and to the public. **Enterprise Holdings** plans to review this Plan at least once every five (5) years, and update it as appropriate. The first version of this Plan will be reviewed no later than **January 1, 2019**.

**Implementation Timeframe:**

By January 1, 2019 and ongoing.

**For more information**

For more information on this accessibility plan, please contact the Chief Accessibility Officer at:

Telephone: (416) 679-7481

Email: [chiefaccessibilityofficer@ehi.com](mailto:chiefaccessibilityofficer@ehi.com)

Please note accessible formats of this Accessibility Policy and Multi-Year Accessibility Plan are available free upon request. We will consult with customers with disabilities making the request to determine the suitability of an accessible format or communication support provided.