

Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Standard Motor Products, Inc will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Standard Motor Products, Inc is committed to treating all people in a way that allows them to maintain their dignity and independence. 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.

Accessible Emergency Information

Standard Motor Products, Inc is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Standard Motor Products, Inc will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Standard Motor Products, Inc will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- Unimotor will train employees who deal with the public or other third parties on the provision of accessible customer service to people with disabilities, as well as all individuals who participate in the development of policies, practices, and procedures governing customer service.
- Training will be held for all new employees, and refresher training conducted every three years at a minimum, or as changes are made to the existing policy.

Information and communications

Standard Motor Products, Inc is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Standard Motor Products, Inc will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- Maintain a feedback process that enables customers to comment on the provision of our services to persons with disabilities. We welcome feedback as it encourages continuous improvement in accessibility to our services.
- Feedback may be submitted by telephone, email or in writing.

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

- Implement a solution to accommodate requests for information and communications by telephone, email or in writing
- Make requests for information and communication available in an alternate format or with communication support.

Standard Motor Products, Inc will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- In 2015 Standard Motor Products, Inc. will conduct an assessment of the company's existing website relative to WCAG 2.0 Level AA. This assessment will incorporate an automated scan, a manual visual inspection and a functional review with assistive technology.
- In 2015 Standard Motor Products, Inc. will begin implementing any identified changes and will be fully compliant with WCAG Level AA by 2021.

Employment

Standard Motor Products, Inc is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Standard Motor Products, Inc will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Notify job applicants who are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

- If a selected applicant requests an accommodation, a Standard Motor Products representative will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.
- When making offers of employment, a Union Gas representative will notify successful applicants of its policies for accommodating employees with disabilities.

Standard Motor Products, Inc will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- A review and update of Standard Motor Product's existing Accommodation and Return to Work Programs to ensure that they meet AODA standards will be completed by January 2016.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Standard Motor Products, Inc is using performance management, career development and redeployment processes.

- Standard Motor Product's performance management process will be reviewed and assessed to ensure compliance with AODA standards by January 1, 2016

For More Information

For more information on this accessibility plan, please contact Tom Haddock at:

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