



Multi-Year Accessibility Plan

VinFast Auto Canada Inc. (“VinFast Canada”) is fully committed to promoting accessibility and inclusivity for individuals with disabilities. Our Multi-Year Accessibility Plan outlines the strategies and initiatives we have put in place to enhance accessibility in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Our commitment to equal opportunity drives us to create an environment free from barriers, where the dignity and independence of individuals with disabilities are respected. We continuously strive to meet the requirements set by the AODA, consistently working to eliminate obstacles and improve accessibility.

Customer Service

Ensuring accessible customer service is a top priority for VinFast Canada. Here are some of the measures we plan to implement:

1. **Training:** We will provide comprehensive training to all associates on the AODA and accessibility, ensuring they have the knowledge and skills to deliver inclusive customer service.
2. **Assistive Devices:** We welcome individuals with disabilities to use their own assistive devices to access our products and services, promoting independence and convenience.
3. **Service Animals:** In compliance with relevant laws, we allow individuals accompanied by service animals to enter public areas of our premises, recognizing their importance for assistance and support.
4. **Support Persons:** We offer equal access to our products and services for individuals with disabilities who are accompanied by support persons, acknowledging the vital role they play in facilitating participation.
5. **Temporary Disruptions:** When faced with temporary disruptions to our facilities or services, we will promptly inform individuals with disabilities about the nature of the disruptions, their expected duration, and any available alternative facilities or services.
6. **Feedback:** We highly value feedback from individuals with disabilities on their accessibility experiences. We encourage feedback through various channels, including in-person, telephone, written, and email communication.

Information and Communications

VinFast Canada prioritizes accessibility in emergency situations and public safety information. To achieve this, we plan to implement the following measures:

1. **Emergency Response Plans:** We aim to create an inclusive emergency response plan that is holistic in nature and considers those with disabilities at every level.
2. **Workplace Emergency Response Information:** Upon request, we provide accessible formats or appropriate communication supports for emergency response plans and safety information to ensure their availability to everyone.

Our Accessibility Policy and Multi-Year Accessibility Plan work hand in hand to guide our continuous efforts to identify, remove, and prevent barriers to accessibility. Key aspects of our plan include:

1. **Accessibility Policy Review:** We will review and update our Accessibility Policy and Multi-Year Accessibility Plan at least once every five years to ensure their relevance and effectiveness.
2. **Alternate Formats:** Upon request, we will provide our Accessibility Policy and Multi-Year Accessibility Plan in alternate formats to accommodate diverse needs.
3. **Barrier Identification and Removal:** We will proactively identify and eliminate barriers to accessibility, aligning with the AODA requirements.

At VinFast Canada, accessible information and communication are paramount. Here are the measures we plan to take:

1. **Accessible Websites and Web Content:** We strive to maintain our websites and web content to meet or exceed the minimum requirements set by the AODA and Web Content Accessibility Guidelines (WCAG 2).
2. **Feedback and Communication Supports:** We will establish procedures to receive and respond to feedback in accessible formats and communication supports upon request, without imposing any additional costs.

Employment & Training

In our employment practices, we integrate accessibility to create an inclusive workplace environment. Our initiatives include:

1. **Recruitment:** We will inform job applicants and the public about the availability of accommodation during the recruitment process, and we handle accommodation requests on an individual basis.
2. **Workplace Accessibility:** We will ensure that new employees receive information about our accessibility policies shortly after starting their employment. We will also maintain procedures to keep employees informed about any changes to workplace accommodation policies.

3. **Return to Work:** We will review and adapt our return-to-work processes to accommodate employees who have been absent due to a disability.
4. **Performance Management and Career Development:** In performance management, career development, and redeployment processes, we will take into account the accessibility needs and individual accommodation plans of employees with disabilities.

Design of Public Spaces

VinFast Canada is committed to ensuring accessibility in our premises. When developing or renovating public spaces, we adhere to the accessibility criteria outlined in Ontario's Integrated Accessibility Standards. This includes:

1. **Sidewalks and Walkways:** Our outdoor sidewalks and walkways will maintain firm and stable surfaces, including the provision of ramps.
2. **Accessible Parking:** Our off-street parking facilities include designated accessible parking spaces and access aisles, including spaces specifically designed for vans.
3. **Waiting Areas:** The seating spaces in our waiting areas are designed to accommodate individuals using mobility aids, promoting comfort and accessibility.
4. **Temporary Disruptions:** We will establish procedures to address temporary disruptions to accessible elements, ensuring clear communication with affected individuals.

VinFast Canada prioritizes training on the AODA and relevant human rights legislation for all employees. Through e-learning modules, we provide comprehensive training that covers key aspects of accessibility standards and best practices.