

Accessible by Design: Performance Auto Group Multi-Year Accessibility Plan

A. Message from our President

Performance Auto Group ('PAG') 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 persons 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 (2005).

B. Introduction

In 2005, Ontario became the first jurisdiction in Canada to pass a law establishing a goal and timeframe for accessibility. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out a process for developing and enforcing standards to make Ontario more accessible and inclusive by 2025.

Under the act's Integrated Accessibility Standards Regulation (IASR), Performance Auto Group is required to develop and publish multi-year accessibility plans, update those plans at least every five years and report on them annually. The Multi-Year Accessibility Plan ('MYAP' or 'the plan') outlines how PAG is responding to our legislated obligations to identify, prevent and remove barriers for persons with disabilities.

C. Guiding principles

Performance Auto Group strives to meet the needs of its employees and customers with disabilities and works hard to remove and prevent barriers to accessibility. PAG is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario accessible. The plan is reviewed and updates at least once every 5 years. We train every person after being hired and provide additional training as needed. We maintain records of the training provided including the dates on which the training was provided and the individuals to whom it was provided.

D. Past achievements and current strategies and actions to remove and prevent barriers

PART I General Requirements				
Performance Auto Group is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.				
Performance Auto Group is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.				
Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
3.1	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Completed	June 21, 2022	2012/2013: 1) Review draft with Senior Management for approval 2013: 2) Revised statement of organizational commitment
3.2	Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	Completed	June 21, 2022	January 1, 2014: 3) Revised accessibility policies and ensured the documents are available publicly
3.3	prepare one or more written documents describing its policies; and make the documents publicly available, and shall provide them in an accessible format upon request.	Completed	June 21, 2022	
4.1	(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).	Completed	July 25, 2023.	2012 and onward: Attended workshop, started drafting plan- Identify and Review barriers by dealership (completed 2014) 2019-2022: identified and removed additional physical barriers at locations (i.e. Bolton Hyundai, Performance Honda Mayfield, Brampton North Nissan) b) posted policy upon approval (completed 2014) (c) HR will review on regular basis HR review will review every 5 years as required by legislation. Updated and Revised multi year plan. Completed May 1, 2018.
6	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Ongoing	June 21, 2022	PAG uses banking machines which are in compliance. Any new purchases need to comply with the accessibility requirements. Going forward the company will consider what accessibility features they could build-into their kiosks. Ongoing review new buildings and renovated spaces (i.e. Performance Honda Mayfield in 2020, Brampton North Nissan in 2022, Performance Hyundai Brampton in 2022, Bolton Hyundai in 2021).
7.1	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Completed	June 21, 2022	January 1, 2015: Policy consistent with training requirements Method of training for management and employees is on-line videos One training program
7.2	The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.	Completed	June 21, 2022	2015 onwards: All new employees attend mandatory orientation where they are

7.3	Every person referred to in subsection 1) shall be trained as soon as practicable.	Completed	June 21, 2022	All new employees attend mandatory orientation where they are trained on the requirements in the IASR and on the disability-related obligations under the Code
7.4	Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	Ongoing	June 21, 2022	Record of orientation attendance is kept along with test scores and dates of training
7.5	he Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Completed	June 21, 2022	
8	Small organizations are exempted from the requirement to file accessibility reports under section 14 of the Act with respect to the accessibility standards in this Regulation.	NA	June 21, 2022	Performance is required to file accessibility reports outlining the organizations' progress towards becoming accessible for people with disabilities. Last report submitted: June 30, 2021

PART II Information and Communications Standards				
Performance Auto Group is committed to making our information and communications accessible to people with disabilities.				
Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
11	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Completed	June 21, 2022	January 1, 2015: Review of feedback processes in company, both internally and externally Determine what accessible formats we can make available by request Ensure managers/staff are aware of accommodation by request (through training) Developed a customer service feedback process and form
12.1	Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Ongoing/As needed	June 21, 2022	On or before January 1, 2016: 1) Determine what accessible formats we will make available by request (PDF, Word, reading) both internally and externally Determine what the timely manner is for each alternate format, for those not available immediately, will communicate back within how long (24 hours)? Yes we can, or no we can't, but can provide alternative formats.
12.2	The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Ongoing /As needed	June 21, 2022	2) Communicate to staff through training
12.3	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Reviewing	June 21, 2022	Protocol when accommodation cannot be met (alternate accommodation)
13	In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Ongoing /As needed	June 21, 2022	January 1, 2012: Included in Emergency Response Plan
14.2	Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	completed	June 21, 2022	Review with Marketing Department who oversees company website Sent initial information to Marketing Department Utilize accessibility checker to verify January 1, 2014: New internet websites and web content on those sites must conform with WCAG 2.0 Level A. 2019-2021: all sites were tested and assessed on the WCAG 2.0 Level AA requirements. January 1, 2021: All internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live) success criteria 1.2.5 Audio Descriptions (Pre-recorded). Completed June 30, 2021

Part III	Employment Standard		June 21, 2022	
	Performance Auto Group is committed to fair and accessible employment practices.			
Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
22	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Completed	June 21, 2022	completed by Jan 1, 2016 added to job postings
23.1	During a recruitment process, an employer shall notify job applicants, when they 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.	Completed	June 21, 2022	completed by Jan 1, 2016 2018: added to telephone screening
23.2	If a selected applicant requests an accommodation, the employer shall 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 due to disability.	Ongoing /As needed	June 21, 2022	
24	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Completed	June 21, 2022	completed by Jan 1, 2016 2020: added to revised employment agreements/contracts

25.1 Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Completed	June 21, 2022	Completed on or before Jan 1, 2016: 1) Develop and train managers on interviewing checklist Circulating policy to all employees – through email, intranet, HR Bulletin Boards, added to New Hire Package Training of employees 2) Build into Orientation program
25.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Completed	June 21, 2022	
25.3 Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Ongoing /As needed	June 21, 2022	Any changes to our accessibility policies will be communicated to all employees.
26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace.	Ongoing /As needed	June 21, 2022	Completed on or before Jan 1, 2016: Review format of Job Descriptions, SOP, MSDS sheets, New Hire Forms, other information staff is required to have to do their job – what is available and how is it available Be open to accommodations Create process, including HR department Developed accommodation process
26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Ongoing /As needed	June 21, 2022	
27.1 Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Ongoing /As needed	June 21, 2022	January 1, 2012: In Emergency Response Plan Developed accessibility process for emergency response plan
27.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.			
27.3 Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.			
27.4 Every employer shall review the individualized workplace emergency response information (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.			
28.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Completed	June 21, 2022	Completed January 1, 2016
28.2 The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).	Completed	June 21, 2022	Internal written process reviewed/revised in 2019. Employee Handbook Accommodation Polciy - updated 2020. All new hires receive employee handbook training shortly after they begin employment.
28.3 (3) Individual accommodation plans shall, (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (3).	Ongoing /As needed	June 21, 2022	Ongoing and in force January 1, 2016.
29.1 Every employer, other than an employer that is a small organization, a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and b) shall document the process.	Completed	June 21, 2022	January 1, 2016 reviewed/revised 2019
29.2 The return to work process shall, a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and b) use individual documented accommodation plans, as described in section 28, as part of the process.	Completed	June 21, 2022	

29.3	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Completed	June 21, 2022	
30.1	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Ongoing	June 21, 2022	January 1, 2016
31.1	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Ongoing	June 21, 2022	
32.1	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Ongoing	June 21, 2022	

Part IV Transportation Standards

Performance Auto Group is committed to accessible transportation services.

Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
76	(1) Designated public sector organizations described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request. O. Reg. 191/11, s. 76 (1). (2) For the purposes of subsection (1), transportation services do not include campus security services provided by a designated public sector organization described in paragraph 3 or 4 of Schedule 1. O. Reg. 191/11, s. 76 (2). (3) Revoked: O. Reg. 165/16, s. 13.	Ongoing	July 25, 2023	Many of our existing dealerships provide shuttle service or ride hailing app services for service customers. PAG will utilize technology to make transportation for customers who may require it more accessible(as of 2020). Riders with disabilities will be offered accessible vehicles upon request through ride hailing applications.

Part IV.1 Design of Public Spaces

Performance Auto Group will meet accessibility laws when building or making major changes to public spaces. Performance Auto Group will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
80.22 80.23	When constructing new or redeveloping existing exterior paths of travel that we intend to maintain, we shall ensure that new and redeveloped exterior paths of travel meet the integrated accessibility standards (O. Reg. 191/11) or "IASR".	Ongoing	June 1, 2022	Any newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel will be in compliance with the IASR unless regulated under the Ontario Regulation 350/06 (Building Code). In 2023, PAG will ensure all upcoming new construction and redevelopment projects will be in compliance with the IASR.
80.24	(1) Where an exterior path of travel is equipped with a ramp, the ramp must meet the IASR requirements.	Ongoing	June 1, 2022	Any newly constructed and redeveloped ramp designed and constructed for pedestrian travel will be in compliance with the IASR unless regulated under the Ontario Regulation 350/06 (Building Code). In 2022, we redeveloped a ramp for Brampton North Nissan. This ramp is firm, stable, has handrails on both sides of the ramp, and meets IASR standards. In 2023 and 2024, PAG will ensure all upcoming new construction and redevelopment projects will be in compliance with the IASR.
80.25 80.26 80.27	Where stairs connect to exterior paths of travel, the stairs must meet the IASR requirements.	Ongoing	June 1, 2022	In 2022, we renovated stairs for Brampton North Nissan. This stairs are uniform, , has handrails on both sides of the ramp, and meets IASR standards. In 2023 and 2024, PAG will ensure all new construction and redevelopment projects will be in compliance with the IASR.
80.32 80.33 80.34 80.35 80.36 80.37 80.38	Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6. This includes: (a) types of accessible parking; (b) access aisles; (c) the minimum number and type of accessible parking spaces; and (d) signage.	Ongoing	June 1, 2022	Performance Auto Group will ensure that when constructing new off-street parking, it meets all requirements under the IASR for accessible parking, including (a) types of accessible parking, (b) access aisles, (c) the minimum number and type of accessible parking spaces, and (d) signage. In 2020, PAG constructed Performance Hyundai Mayfield in compliance with the IASR. In 2022, PAG constructed Performance Hyundai Brampton and Genesis in compliance with the IASR. In 2022, PAG redeveloped Brampton North Nissan in compliance with the IASR. In 2023 and 2024, PAG will ensure all upcoming new construction and redevelopment projects will be in compliance with the IASR.

80.4 80.41 80.42 80.43 80.44	(1) Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6. (2) For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors. O. Reg. 413/12, s. 6.	Ongoing/ In process	June 1, 2022	When constructing new service counters, new fixed queuing guides(n/a), new waiting area or redeveloping an existing waiting area, PAG will comply with the IASR requirements. In 2022, PAG built or redeveloped service counters in compliance with the IASR at Performance Honda Mayfield, Performance Hyundai Brampton, and (list any others). In 2023 and 2024, PAG will ensure all upcoming new construction and redevelopment projects will be in compliance with the IASR.
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Part IV.2 Customer Service Standards

Performance Auto Group will provide goods and services in a way that respects the dignity and independence of people with disabilities. We will also give people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other guests.

Section	Initiative	Status	Last Review	PAST ACHIEVEMENTS & CURRENT ACTIONS
80.46	(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.	Completed	July 28, 2023	2011-2012: A policy on providing goods and services to people with disabilities was drafted. This policy was posted on our website in 2012. 2012-2015: Revisions were made to our policy to align with the AODA. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is familiar with various assistive devices that may be used by guests or suppliers with disabilities while accessing our goods or services.
80.47	2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 165/16, s. 16.	Completed/ Ongoing	July 28, 2023	2012-2014: We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. 2015-2020: We ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be permitted to enter Performance Auto Groups' premises with his or her support person. 2023:
80.49	(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities: 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. (3) Every person referred to in subsection (1) shall be trained as soon as practicable.	Completed/ Ongoing	July 28, 2023	2015 onwards: All new employees attend mandatory orientation where they are trained on the requirements in the IASR and on the disability-related obligations under the Code. Record of orientation attendance is kept along with test scores and dates of training
80.49	(6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and (b) on request, give a copy of the document to any person.	Completed	July 28, 2023	2012 onwards: This is outlined in our Providing Goods and Services to People with Disabilities policy posted on our external websites
80.5	80.50 (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. (3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. (4) Every provider shall make information about the feedback process readily available to the public. (5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. (6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	Completed/ Ongoing	July 28, 2023	In January 1, 2015 we reviewed and updated our feedback processes and developed a customer service feedback process. The goal of Performance Auto Group is to meet and exceed the expectations of our guests and suppliers, including the expectations of our guests and suppliers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated and can be submitted to our Employee Services Department via: 105 Van Kirk Drive, North Entrance Brampton, ON L7A 1A4. Tel: 905-863-7364 Email: accessibility@performance.ca A response can be expected within five (5) business days. Upon request, Performance Auto Group will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

E. Conclusion

Performance Auto Group continues to prevent, identify and remove accessibility barriers, it is important for us to monitor and report on the progress and results in meeting the commitments in the multi-year accessibility plan. Performance Auto Group will review annually and share with the public its accessibility plans and progress on its website.

Performance Auto Group compliance reports will also file accessibility compliance reports every 3 years when required.

Moving forward together, the Performance Auto Group will become a more accessible employer and retailer.

F. For more information

For more information on this accessibility plan, or to request accessible formats of this document, please contact: Employee Services Department
105 Van Kirk Drive, North Entrance
Brampton, ON L7A 1A4.
Tel: 905-863-7364
Email: accessibility@performance.ca

A response can be expected within five (5) business days.

Document Management

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