



## ACCESS TO ONTARIANS WITH DISABILITIES ACT (AODA)

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### **Statement of Purpose**

Honda Canada is committed to excellence in serving all customers including people with disabilities.

### **Scope**

All associates hired by Honda Canada Inc - full time, temporary and contractors-working at all levels, for HONDA CANADA, HCFI, HTC and HRA-C) who work in the province of Ontario.

For the purposes of this policy, 'customer' refers to any external or third party that visits the Honda Campus or seeks to access our goods and services either in person or through other means.

### **Honda Canada's Accessible Customer Service Plan**

#### **1. Assistive devices**

Honda Canada will ensure that our Associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **2. Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **3. Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **4. Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **5. Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities (i.e. elevator), Honda Canada will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the entrance to the area in where the disruption applies.

## **6. Training for staff**

Honda Canada will provide training to associates, volunteers and others who deal with the public or other third parties on our behalf. Individuals who will be trained include and are not limited to those holding the following positions:

- On-site suppliers (Security and Cafeteria staff)
- Honda Canada Associates having direct contact with external customers (i.e. Reception, Administration, Human Resources, Customer Relations, trade show coordinators etc.)

Training will be provided to all effected on a one time bases prior to Jan.1, 2012. After initial roll out, training will be completed on an ongoing basis as part of Honda Canada's (and on site suppliers) orientation package.

## **Contents of the Training**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Honda Canada's accessible customer service policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site that may help with providing goods or services to people with disabilities (i.e. elevator, etc)
- What to do if a person with a disability is having difficulty in accessing Honda Canada's goods and services

Associates and on-site third party suppliers will also be trained when changes are made to Honda Canada's accessible customer service policy.

## **7. Feedback process**

Customers who wish to provide feedback on the way Honda Canada provides goods and services to people with disabilities can:

1. Contact our Compliance and Ethics Officer at (905) 888-8110
2. Email Honda Canada at CH\_HR@ch.honda.com
3. Send a letter to the Compliance Officer at Honda Canada Inc, 180 Honda Blvd, Markham, Ontario L6C 0H9

Customers can expect to hear back within 2 working days. Complaints will be addressed according to our organization's regular complaint management procedures.

## **8. Modifications to this or other policies**

Any policy of Honda Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.