



Accessibility

Statement of Organizational Commitment

& Multi-year Accessibility Plan

OUR COMMITMENT

Honda Canada Inc. (inclusive of HCFI, HTC and HRA-C) is committed to giving people with disabilities the same opportunity to access our business and services in the same place and in a similar way as others. In Ontario, this Statement of Organizational Commitment and Multi-year Accessibility Plan forms the framework and procedures to fully comply with the standards developed under the Accessibility for Ontarians with Disabilities Act (“AODA”).

Honda Canada Inc. is also in compliance with the Accessible Customer Service Regulation under the AODA for all its Associates - full time, temporary and contractors working at all levels for Honda Canada, and to all its Customers. (*Customer is defined as any member of the public*). Please see additional definitions within Appendix A of this document.

We are committed to providing our services in a way that respects the dignity and independence of persons with disabilities. We are further committed to ensuring that every Honda Canada Associate and stakeholder receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation in a timely manner where required, in accordance with the provisions of the Ontario Human Rights Code and the AODA and its Regulations.

Our Multi-Year Accessibility Plan outlines Honda Canada’s strategies and key dates to meet the requirements under AODA and its Regulations.

OUR COMMITMENT TO PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

Communication:

We will communicate with people with disabilities in ways that take into account their disability and allow them to communicate effectively for the purpose of receiving and requesting our services. For example, Honda Canada will, on request, communicate with its Customers via teletypewriter (TTY), e-mail, or large-font communication.

If any Honda Associate receives a request from a disabled person, the Associate should make all reasonable efforts to accommodate the request. Should the Associate not be able to accommodate the request, the issue must be brought to the attention of the Associate’s manager in order that the concern is addressed appropriately with due dignity and respect to the disabled person.

Assistive Devices:

We will make reasonable efforts to accommodate assistive devices. A person with a disability may use his or her own personal assistive device for accessing our services or meeting with our representatives in Ontario.

It is the responsibility of the person to ensure that his or her assistive device is operated in a safe and controlled manner at all times. If a person's assistive device poses a health or safety risk to him/herself or others on our premises, he or she may be asked to use an alternative means for accessing services. (and we will work with him or her to find a reasonable alternative).

Use of 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 and to the extent permitted by law.

It is the responsibility of the person to ensure that his or her service animal is under his or her control at all times.

Support Persons:

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

Billing:

We are committed to providing accessible invoices to both our Customers and Vendors and, where applicable, their staff. If requested we will be pleased to provide invoices in the following formats upon request: Hard copy, large print or e-mail.

Notice of Temporary Disruption:

Honda Canada Inc. will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services that may be used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and service counters on our premises, and will be posted on our website and voicemail.

Training for Staff:

Honda Canada has and will continue to provide training to all Associates who deal with the public or other third parties on its behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.

Workplace Emergency Response for our Associates:

By January 1st, 2016 we will provide individualized workplace emergency response information and accommodation to disabled Associates in Ontario if individualized information is necessary based on the type of disability and once we are aware of the need for accommodation.

- Associate's Responsibilities:

If an Associate has a disability for which an individual emergency response plan may be beneficial, the Associate should inform their manager or Human Resources (HR).

- Manager's Responsibilities:
If a manager is informed by an employee that the employee requires accommodation, the manager must inform Human Resources so that an individualized emergency response plan can be created for the Associate based on the Associate's disability and unique workplace situation.
- Human Resources Responsibilities:
If HR is informed by an Associate that they require accommodation, HR will work with the Associate to create an individualized emergency response plan for the Associate based on the type of disability.
- Timing:
We will provide the individualized information as soon as possible after becoming aware of the need for an accommodation.
- Sharing Emergency Response Information:
The workplace response information may be shared with the persons designated by us to provide assistance to the disabled Associate, and the Associate's manager, if the disabled Associate consents to the sharing of this information.

Feedback Process:

The ultimate goal of Honda Canada Inc. is to meet and surpass Customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Multi-year Accessibility Plan

INTRODUCTION

Under the Accessibility for Ontarians with Disabilities (AODA) Act, 2005, and specifically Regulation 191/11 "Integrated Accessibility Standards" ("Regulation"), Honda Canada is required to develop a multi-year accessibility plan outlining its strategy to prevent and remove barriers, and to meet requirements under the Regulation.

This Multi-year Accessibility Plan will assist going forward in coordinating our efforts in meeting the needs of persons with disabilities. Honda Canada is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA.

Our Multi-year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA and will be posted on our website.

As of January 1, 2013, Honda Canada has developed, implemented and maintained policies governing how it will provide accessibility and meet its requirements under the Regulation.

To that end we have developed a *Statement of Organizational Commitment* to meet the accessibility needs of persons with disabilities in a timely manner and have implemented and maintain a *Multi-year Accessibility Plan*, which outlines our strategy to prevent and remove barriers and meet its requirements under this Regulation.

Honda Canada will review and update the *Statement of Organizational Commitment* and the *Multi-year Accessibility Plan* on an annual basis, and has made them publicly available on our website and will provide them in an accessible format upon request.

Training

Honda Canada has ensured that training has been provided on the requirements of the accessibility standards referred to in this Regulation and on the requirements of the *Human Rights Code* as it pertains to persons with disabilities to all Associates including those who participate in developing the Plan's policies and to all other persons who provide services on behalf of the Plan.

The training was appropriate to the duties of the Associate. Honda Canada will also provide training in respect of any changes to the policies on an ongoing basis.

We currently keep a record of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

Accessible formats and communication supports

Honda Canada will, upon request, provide or 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 and we will consult with the person making the request in determining the suitability of an accessible format or communication support.

As of 2013, Honda's website and its content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

We are committed to meeting the communication needs of people with disabilities.

By January 1, 2015 we will administer our feedback processes in accessible formats and make communication supports available upon request.

By January 1, 2016 we will take the following steps to ensure we make all publically available information in Ontario accessible upon request:

- We will provide information and communications in accessible formats and with communication supports to people with disabilities upon request.
- Where people with disabilities request information and communications in accessible formats, including communications supports, this will be provided in a timely manner and at a cost equal to the regular cost charged to others, if any.
- Honda Canada will include accessibility provisions in procurement documents and service contracts for any new web-based applications.

By January 1, 2021 we will take the following steps to ensure all websites and content conform with WCAG 2.0, Level AA :

- We will ensure that all websites and web content, including web-based applications, that we control directly or indirectly through a contractual relationship that allows for modification of the product, meet the WCAG 2.0 Level AA standard.

Honda Canada currently notifies the public, through its website, about the availability of accessible formats and communication supports. This information is located at

<https://www.honda.ca/accessibility>.

Documented individual accommodation plans

By January 1, 2016, Honda Canada will develop and have in place a written *Process for the Development of Documented Individual Accommodation Plans* for Associates with disabilities.

Recruitment process

By January 1, 2016, the Plan will notify its Associates and the public, in internal and external communications, about the availability of accommodation for applicants with disabilities in its recruitment processes.

Honda Canada will 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. When making offers of employment,

Honda Canada will notify the successful applicant of its policies for accommodating people with disabilities.

Applicants requesting accommodation will be consulted about their needs and appropriate accommodation will be provided.

Informing Associates of supports

By January 1, 2016, Honda Canada will ensure to inform its Associates of its policies, or changes to its policies, used to support its Associates with disabilities, including job accommodations policies and we will provide the information required under this section to new Associates as soon as practicable.

Honda Canada will review its existing accommodation policies and make any necessary changes to ensure full compliance with the Regulation. In consultation with an Associate requesting accommodation, we will provide accommodation supports, including accessible formats and communication supports, needed for the Associate to perform their job and that is generally available to Associates in the workplace.

Accessible formats and communications supports for Associates

By January 1, 2016, when an Associate with a disability so requests it, Honda Canada will consult with the Associate to provide or arrange for the provision of suitable accessible formats and communication supports for information that is needed in order to perform the Associate's job and information that is generally available to Associates in the workplace.

Return to work process

By January 1, 2015, Honda Canada has developed and will have in place a Return to Work Process for its Associates who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will outline the steps Honda Canada will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance management, Career development and Advancement

By January 1, 2016, Honda Canada will take into account the accessibility needs of Associates with disabilities, as well as individual accommodation plans, when using its performance management process in respect of Associates with disabilities, providing career development and advancement to Associates, or when engaging in Associate redeployment.

History

This Multi-year Accessibility Plan will be reviewed and updated on an annual basis.

Questions

This Statement of Organizational Commitment and Multi-year Accessibility Plan exists to ensure accessible service excellence to Customers and Associates with disabilities. Enquiries, Questions or Complaints should be referred to: Mark D'Aliesio, Senior Manager, Human Resources, Honda Canada Inc., 180 Honda Blvd., Markham, ON L6C 0H9. (905) 888-4188, e-mail: mark_d'aliesio@ch.honda.com.

Appendix A:

Important Definitions:

- “**Assistive device**” means a tool, technology or other mechanism that enables a person with a disability to perform everyday tasks and activities such as moving, communicating or lifting.
- “**Customer**” means any member of the public (customer or otherwise).
- “**Disability**” means:
 - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - b) a condition of mental impairment or a developmental disability;
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - d) a mental disorder; or
 - e) a workplace injury or disability for which benefits were claimed or received under the provincial Workers Compensation program.
- “**Service animal**” is an animal used by a person with a disability and for which it is either (i) readily apparent that it is used for that purpose or (ii) for which the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability.
- “**Support person**” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Training

Honda Canada will continue to provide training to Ontario staff 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 staff members.

We will take the following steps to ensure staff is provided with the training needed to meet Ontario’s accessible laws by **January 1, 2015**:

- Training about accessibility and the requirements set out under this Plan will be incorporated into our Code of Conduct online training.
- All existing Honda Canada Associates, Consultants and Directors (“Individuals”) were required to complete this training in 2014.
- New Individuals will be required to complete the Code of Conduct training within 30 days of their hire date.