

HONDA CANADA INC.

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# Accessibility For Ontarians With Disabilities Multi-Year Accessibility Plan

2019-2024

**HONDA**

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## **PART 1:**

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# **Introduction and Background Information**

### **HONDA CANADA'S COMMITMENT TO AN INCLUSIVE AND ACCESSIBLE WORK ENVIRONMENT**

Honda Canada Inc. (inclusive of Honda Canada Finance Inc., Honda of Canada Mfg. and Honda R&D Americas, Inc. Canada Branch) (collectively, “**Honda Canada**”) is committed to treating persons with disabilities in a way that allows them to maintain their dignity and independence. 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 Integrated Accessibility Standards regulation (the “**IASR**”) enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (the “**AODA**”).

## **PART 2:**

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# Accessibility at Honda Canada

### **ACCESSIBILITY PLAN**

Under the AODA, and specifically the IASR, 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 IASR.

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 as 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 applicable to Honda Canada under the IASR.

The Multi-Year Accessibility Plan will be posted on our external Internet website at **<http://www.honda.ca/accessibility>**.

**PART 3:**

# Honda Canada’s Multi-Year Accessibility Plan

**PART I: GENERAL REQUIREMENTS**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
Establishment Of Accessibility Policies	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.	Integrated Accessibility Standards Policy (the “Accessibility Policy”) developed and implemented.	COMPLETE	JAN. 1, 2014
	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.	Statement of organizational commitment included in the Accessibility Policy and the Multi-Year Accessibility Plan.	COMPLETE	JAN. 1, 2014
	3(3) Large organizations shall, a) prepare one or more written documents describing its policies; and b) make the documents publicly available, and shall provide them in an accessible format upon request.	Accessibility Policy posted on Honda Canada’s external website at: <a href="http://www.honda.ca/accessibility">http://www.honda.ca/accessibility</a> .	COMPLETE	JAN. 1, 2014
		Honda Canada will provide copies of the Accessibility Policy in an accessible format, upon request.	ONGOING	

**PART I: GENERAL REQUIREMENTS**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Accessibility Plans</b>	4(1) Large organizations shall,	Multi-Year Accessibility Plan established and implemented.	COMPLETE	
	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;	Multi-Year Accessibility Plan posted on Honda Canada’s external public website at: <b><a href="http://www.honda.ca/accessibility">http://www.honda.ca/accessibility</a></b> .	COMPLETE	
	b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	Honda Canada will provide copies of the Multi-Year Accessibility Plan in an accessible format, upon request.	ONGOING	JAN. 1, 2014
	c) review and update the accessibility plan at least once every five years.			
		Multi-Year Accessibility Plan will be reviewed and updated as necessary, but in any event no later than January, 2024.	ONGOING	

## PART I: GENERAL REQUIREMENTS

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
Training	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 <i>Human Rights Code</i> as it pertains to persons with disabilities to:	Honda Canada will ensure that all current employees, volunteers and other individuals as required by the IASR in all Ontario locations receive training on the requirements of the IASR and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.	COMPLETE	
		The requirements of the IASR and the <i>Human Rights Code</i> will be incorporated into our training.	ONGOING	JAN. 1, 2015
		All new employees, volunteers and other individuals identified under the IASR will receive training within 30 days of their hire date.	ONGOING	
		Honda Canada shall keep a record of the training provided under Section 7(1).	ONGOING	JAN. 1, 2015
	7(5) 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.			

## PART II: INFORMATION AND COMMUNICATIONS STANDARDS

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
Feedback	11(1) 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	<p>Individuals may provide feedback to Honda Canada in any number of ways:</p> <p>By email, to <b>ch_hr@ch.honda.com</b></p> <p>By contacting Human Resources by phone at <b>(905) 888-8110</b></p> <p>In writing, by sending or hand delivering feedback to the Honda Canada head office at the following address:</p> <p><b>Attention: Human Resources Honda Canada Inc. 180 Honda Blvd. Markham, ON L6C 0H9</b></p> <p>In person, by visiting the Honda Canada head office and hand delivering feedback in writing to the reception area.</p>	COMPLETE	JAN. 1, 2015
		Honda Canada will provide other accessible formats and communications supports upon request to ensure that persons with disabilities are able to provide feedback and receive a response.	ONGOING	JAN. 1, 2015
	11(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Information regarding how an individual may provide feedback to Honda Canada is provided in our Accessible Customer Service Policy and this Multi-Year Accessibility Plan, which are posted on our website.	COMPLETE	JAN. 1, 2015
		Our Accessible Customer Service Policy, Accessibility Policy and Multi-Year Accessibility Plan include statements regarding the availability of accessible formats and communication supports.	COMPLETE	

**PART II: INFORMATION AND COMMUNICATIONS STANDARDS**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Accessible Formats &amp; Communication Supports</b>	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,	Honda Canada strives to communicate with persons with a disability in a manner that takes into account both the disability and the individual person's preferred method of communication. Honda Canada can communicate with members of the public in writing, via telephone, email, or meetings, either in person or via video conference. Honda Canada recognizes that not all persons will wish to communicate in the same manner.	ONGOING	
	a) in a timely manner that takes into account the person's accessibility needs due to disability; and	Honda Canada will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that takes into account the person's accessibility needs due to disability.	ONGOING	JAN. 1, 2016
	b) at a cost that is no more than the regular cost charged to other persons.	Honda Canada will provide accessible formats and communication supports at a cost that is no more than the regular cost charged to other members of the public.	ONGOING	
	12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Honda Canada will consult with any individual who requests accessible formats and communications supports to determine the suitability of an accessible format or communication support.	ONGOING	JAN. 1, 2016
		The availability of accessible formats and communication supports for persons with disabilities is set out in our Accessible Customer Service Policy, Accessibility Policy and this Multi-Year Accessibility Plan, which are posted on our website.	ONGOING	
	12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	An individual may request accessible formats and communication supports by contacting Human Resources. In writing to: <b>Honda Canada Inc.,                      180 Honda Blvd.                      Markham, ON L6C 0H9</b> by telephone: (905) 888-8110 or by email: <a href="mailto:ch_hr@ch.honda.com">ch_hr@ch.honda.com</a>	ONGOING	JAN. 1, 2016

**PART II: INFORMATION AND COMMUNICATIONS STANDARDS**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Accessible Websites &amp; Web Content</b>	14(2) 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.	If Honda Canada launches a new public website or Honda Canada’s existing public website undergoes a significant refresh after January 2014, the website and any of its content published after January 1, 2012 will conform to WCAG 2.0, at Level A, except where this requirement is impracticable.	ONGOING	JAN. 1, 2014 New internet websites and web content on those sites posted after January 1, 2012 must conform with WCAG 2.0 Level A.
		By January 1, 2021, Honda Canada’s external public website will conform with WCAG 2.0 Level AA, except for those requirements specifically excluded under the IASR.	IN PROGRESS	JAN. 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).

### PART III: EMPLOYMENT STANDARD

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Recruitment, General</b>	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Honda Canada will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally.	ONGOING	JAN. 1, 2016
	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.	For positions based in Ontario, when Honda Canada notifies job applicants that they have been selected to participate further in the recruitment process, Honda Canada will notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the assessment process by including a statement to this effect in its communication to applicants.	ONGOING	JAN. 1, 2016
<b>Recruitment, Assessment or Selection Process</b>	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.	For positions based in Ontario, if a selected applicant requests an accommodation, Honda Canada will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	ONGOING	JAN. 1, 2016

### PART III: EMPLOYMENT STANDARD

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<p><b>Notice to Successful Applicants</b></p>	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>When making offers of employment for positions based in Ontario, Honda Canada will notify the successful applicant of its policies for accommodating employees with disabilities by including copies of its policies for accommodating employees in Ontario with disabilities along with the offer letter or employment contract.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
	<p>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.</p>	<p>Honda Canada will inform its employees in Ontario of its policies used to support its employees in Ontario with disabilities by posting such policies on its internal intranet.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
<p><b>Informing Employees of Supports</b></p>	<p>25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>Honda Canada will provide copies of its policies used to support its employees with disabilities in Ontario to new employees in Ontario as soon as practicable after commencing employment.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
	<p>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.</p>	<p>Honda Canada will provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that take into account an Ontario employee's accessibility needs due to disability by updating the information on its internal intranet.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>

**PART III: EMPLOYMENT STANDARD**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<p><b>Accessible Formats and Communication Supports for Employees</b></p>	<p>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,</p> <p>a) information that is needed in order to perform the employee’s job; and</p> <p>b) information that is generally available to employees in the workplace.</p>	<p>Upon the request of an employee in Ontario with a disability, Honda Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee’s job and information that is generally available to other employees.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
	<p>26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>In Ontario, when determining the suitability of an accessible format or communication support, Honda Canada will consult with the employee making the request.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>

### PART III: EMPLOYMENT STANDARD

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Workplace Emergency Response Information</b>	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.	Honda Canada will provide individualized workplace emergency response information to employees in Ontario who have a disability, where this information is necessary and where Honda Canada is aware of the employee's need for accommodation due to the employee's disability.	COMPLETE	JAN. 1, 2012
	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.	Part of the process for the provision of individualized workplace emergency response information, if employee consent received	COMPLETE	JAN. 1, 2012
	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.	Part of the process for the provision of individualized workplace emergency response information.	COMPLETE	JAN. 1, 2012
	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.	Part of the process for the provision of individualized workplace emergency response information.	ONGOING	JAN. 1, 2012

### PART III: EMPLOYMENT STANDARD

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
	<p>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.</p>	<p>Honda Canada will develop and maintain a written process for the development of documented individual accommodation plans for employees in Ontario with disabilities.</p>	ONGOING	JAN. 1, 2016
<p><b>Documented Individual Accommodation Plans</b></p>	<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>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.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>	<p>Honda Canada's written process for the development of individual accommodation plans in Ontario will address:</p> <ul style="list-style-type: none"> <li>• The manner in which an employee requesting accommodation can participate in the development of their individual accommodation plan;</li> <li>• The means by which the employee is assessed on an individual basis;</li> <li>• The manner in which Honda Canada can request an evaluation by an outside medical or other expert, at Honda Canada's expense, in order to determine if accommodation can be achieved and, if so, how;</li> <li>• The manner in which the employee can request the participation of a representative from Honda Canada;</li> <li>• The steps taken to protect the privacy of the employee's medical information;</li> <li>• How often the individual accommodation plan will be reviewed and updated, and how this update will be accomplished;</li> <li>• The manner in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and</li> <li>• The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ul>	ONGOING	JAN. 1, 2016

**PART III: EMPLOYMENT STANDARD**

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<b>Return to Work Process</b>	<p>29(1) Every employer, other than an employer that is a small organization,</p> <p>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</p>	<p>Honda Canada will develop and maintain a return to work process for its employees in Ontario who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
	<p>b) shall document the process.</p>	<p>Honda Canada will document the return to work process.</p>	<p>ONGOING</p>	
	<p>29(2) The return to work process shall,</p> <p>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</p> <p>b) use documented individual accommodation plans, as part of the process.</p>	<p>The return to work process will outline the steps Honda Canada will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
	<p>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.</p>	<p>Honda Canada's return to work process will not replace or override any other return to work process created by or under any other statute.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>

### PART III: EMPLOYMENT STANDARD

INITIATIVE	IASR REQUIREMENT	ACTION	STATUS	COMPLIANCE DEADLINE
<p><b>Performance Management</b></p>	<p>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.</p>	<p>Honda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when conducting performance management.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
<p><b>Career Development &amp; Advancement</b></p>	<p>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.</p>	<p>Honda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>
<p><b>Redeployment</b></p>	<p>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.</p>	<p>Honda Canada will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when redeploying employees.</p>	<p>ONGOING</p>	<p>JAN. 1, 2016</p>

## **PART 4:**

# Contact Information

### **HONDA CANADA'S COMMITMENT TO AN INCLUSIVE AND ACCESSIBLE WORK ENVIRONMENT**

This Multi-Year Accessibility Plan exists to ensure accessible service excellence to Customers and Employees with disabilities. Enquiries, questions or complaints in regards to this Multi-Year Accessibility Plan should be referred to:

**Human Resources  
Honda Canada Inc.,  
180 Honda Blvd.  
Markham, ON L6C 0H9**

by phone at: **(905) 888-8110**,

and or by email to: **[ch\\_hr@ch.honda.com](mailto:ch_hr@ch.honda.com)**.