

**HONDA CANADA INC.**  
**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES**  
**ACCESSIBLE CUSTOMER SERVICE POLICY**

**1. POLICY FRAMEWORK**

**Policy Statement**

In Ontario, 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 excellence in serving all Customers, including people with disabilities. Honda Canada strives to provide a barrier-free environment for our Customers and to provide goods and services to people with disabilities in a manner that respects their dignity and independence.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. A standard for customer service (the “Customer Service Standard”) has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

**Scope**

This Policy applies to all persons who deal with members of the public or other third parties on behalf of Honda Canada in Ontario, or who are responsible for developing Honda Canada’s policies, including employees, agents, volunteers and contractors of Honda Canada, whether such employees, agents, volunteers or contractors are engaged on a full-time, part-time, temporary, casual or reduced work arrangement (collectively, “**Staff**”). Staff includes, but is not limited to:

- On-site suppliers, including, but not limited to Security and Cafeteria staff;
- Honda Canada employees having direct contact with external customers and other third parties (i.e. Reception, Administration, Human Resources, Customer Relations, Trade Show Coordinators, etc.).

For the purposes of this Policy, “customer” refers to any external or third party that visits Honda Canada’s Ontario locations or seeks to access our goods and services either in person or through other means.

**Core Principles**

We endeavour to ensure that Honda Canada’s Accessible Customer Service Policy (this “**Policy**”) and related practices and procedures are consistent with the following four (4) core principles:

Dignity - Customers with a disability must be treated as valued customers as deserving of service as any other customer.

Equality of Opportunity - Customers with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

Integration - Wherever possible, customers with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where

integration does not serve the needs of the customer with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the customer's individual needs.

Independence – Goods and services must be provided in a way that respects the independence of customers with a disability. To this end, we will always be willing to assist a customer with a disability but will not do so without the express permission of the customer.

## **Definition Of Terms**

### ***“Assistive Device”***

means any device that is designed, made, or adapted to assist a person to perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheel chairs.

### ***“Barrier”***

means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

### ***“Disability”***

means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,

a condition of mental impairment or a developmental disability,

a learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,

a mental disorder, or

an injury or disability for which benefits were claimed or received under the insurance plans established under the Workplace Safety and Insurance Act, 1997.

### ***“Honda Canada”***

means Honda Canada Inc., inclusive of Honda Canada Finance Inc. and Honda R&D Americas, Inc. Canada Branch, operating in Ontario.

### ***“Service Animal”***

means an animal that has been trained to perform tasks that assist people with disabilities and includes any animal

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

### ***“Support Person”***

means in relation to a person with a disability, another person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

## **2. ACCESSIBILITY OF SERVICES**

### **Communication with Persons with Disabilities**

Honda Canada strives to communicate with customers with a disability in a manner that takes into account both the disability and the customer's preferred method of communication. Honda Canada can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing. Honda Canada recognizes that not all customers will wish to communicate in the same manner.

Honda Canada Staff will receive training on how to interact and communicate with persons with disabilities as required under the Customer Service Standard.

### **Assistive Devices**

Customers with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the customer how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative means of assistance to the customer with a disability.

Honda Canada Staff will receive training on various Assistive Devices that may be used by customers with disabilities while accessing our goods and services as required under the Customer Service Standard.

### **Service Animals**

Honda Canada welcomes people with disabilities and their service animals. Customers with a disability may be accompanied by a Service Animal and keep the Service Animal with them on Honda Canada premises, if the public or other third parties have access to such premises and the Service Animal is not otherwise excluded by law. If a Service Animal must be excluded, we will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

It is the responsibility of the customer using the Service Animal to ensure that the Service Animal is kept in control at all times.

Honda Canada Staff will receive training on how to interact with customers with a disability accompanied by a Service Animal as required under the Customer Service Standard.

### **Support Persons**

Customers with a disability may be accompanied by a Support Person and have access to the Support Person on Honda Canada premises.

Honda Canada may require a customer with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the customer with a disability or the health or safety of others on the premises.

Honda Canada Staff will receive training on how to interact with customers with a disability who are accompanied by a Support Person as required under the Customer Service Standard.

### **Notice of Temporary Service Disruptions**

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities during regular business hours (e.g. an elevator or escalator out of service), Honda Canada will notify persons promptly by posting a notice in a clear location at the Honda Canada location where the disruption is occurring.

The notice will include the following information:

- (a) That a facility or service is unavailable.
- (b) The anticipated duration of the disruption.
- (c) The reason for the disruption.
- (d) Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

### **3. TRAINING AND RECORDS**

Honda Canada will provide training, and ongoing training to all Honda Canada Staff as required under the Customer Service Standard.

Training will include:

- A review of the purposes of the AODA and requirements of the Customer Service Standard.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- What to do if a person with a disability is having difficulty accessing our goods and/or services.
- The content and requirements of Honda Canada's policies, practices and procedures relating to the Customer Service Standard.

Records of the training provided, including the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the AODA. Honda Canada Staff will be assigned the training on their first day and will be given two weeks to complete the training.

### **4. FEEDBACK PROCEDURE**

Honda Canada is committed to meeting the requirements of the Customer Service Standard Comments regarding how well customer expectations are being met are welcomed and appreciated.

## **Feedback Delivery Channels**

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

- Contact Human Resources at (844) 499-7719
- Email Honda Canada at [accessibility@honda.ca](mailto:accessibility@honda.ca)
- Send feedback in writing to Human Resources at:

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

- Visit any of Honda Canada's locations and hand deliver feedback in writing to the reception area.

Honda Canada is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to Honda Canada, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

## **Responding to Feedback**

Honda Canada's will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within two (2) business days. Complaints will be addressed according to Honda Canada's regular complaint management procedures.

A reply will be provided in the format requested by the customer, by email, phone or in writing, if practicable. The response will contain an acknowledgement of the receipt of the customer's feedback, and outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

## **5. NOTICE OF AVAILABILITY OF DOCUMENTS**

This Policy and the related procedures will be made available to the public and customers upon request.

This Policy will be posted on Honda Canada's external internet website at <https://www.honda.ca/accessibility>. Honda Canada will provide documents, or the information contained in documents, required to be provided under the Customer Service Standard to a customer with a disability in a format that takes into account the customer's disability, upon request.

## **6. QUESTIONS**

Enquiries, questions or complaints in regards to this Accessible Customer Service Policy should be referred to: Human Resources, Honda Canada Inc., 180 Honda Blvd., Markham, ON L6C 0H9, by telephone at: (844) 499-7719, or by email to: [accessibility@honda.ca](mailto:accessibility@honda.ca).