

HONDA CANADA INC.
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
INTEGRATED ACCESSIBILITY STANDARDS POLICY

In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) aims to create a more accessible Ontario by identifying and, to the extent possible, preventing and eliminating barriers experienced by people with disabilities. The *Integrated Accessibility Standards* regulation (the “**IASR**”) has been enacted under the AODA to establish certain general requirements as well as four accessibility standards under the headings of information and communications, employment, transportation and the design of public spaces.

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 the accessibility requirements under the IASR. In Ontario, this Integrated Accessibility Standards Policy forms the framework and procedures to fully comply with the standards developed under the IASR.

We are further committed to ensuring that every Honda Canada Employee receives equitable treatment with respect to employment, 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.

Honda Canada is also in compliance with the *Accessibility Standards for Customer Service* regulation under the AODA for all its Employees and Personnel - full time, temporary and contractors working at all levels for Honda Canada, and to all its Customers.

Who does this policy apply to?

This Policy applies to Honda Canada’s operations in Ontario and to all Employees and Personnel of Honda Canada, as defined below, who perform services for Honda Canada in the Province of Ontario.

Terms

The following terms as used in this Policy have the following meanings.

“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, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Customer” means any member of the public or other third party who wishes to access Honda Canada’s goods and services or information in regards to our goods and services.

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

“Employee” means an employee of Honda Canada in Ontario, whether engaged on a full-time, part-time, temporary, casual, or reduced work arrangement.

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

“Personnel” means all Honda Canada’s Employees, contractors and volunteers in Ontario.

“We” and “Our” means Honda Canada and its Personnel.

GENERAL STANDARDS

Multi-Year Accessibility Plan (January 2014)

Honda Canada will establish, implement, maintain and document a Multi-Year Accessibility Plan outlining Honda Canada’s strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with Honda Canada’s obligations under the AODA.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on Honda Canada’s website. Upon request, Honda Canada will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

Training Personnel and Other Persons (January 2015)

Honda Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to:

- all our Personnel;
- all persons who participate in developing Honda Canada’s policies; and,
- all other persons who provide goods, services or facilities on behalf of Honda Canada.

The training will be appropriate to the duties of the Personnel and such other persons.

Personnel and such other persons will be trained when changes are made to Honda Canada’s *Integrated Accessibility Standards Policy*. New Personnel and such other persons will be trained as soon as practicable.

Honda Canada will keep a record of the training it provides, including the dates on which the training is provided and the number of individuals to whom it is provided.

INFORMATION AND COMMUNICATIONS STANDARDS

Accessible Websites and Web Content (January 2014)

If Honda Canada launches a new public website or Honda Canada's existing public website undergoes a significant refresh after January 1, 2014, the website and any of its content published after January 1, 2012 will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A, except where this requirement is impracticable.

Feedback (January 2015)

Honda Canada will ensure that Honda Canada's process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Honda Canada will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports (January 2016)

Upon request, Honda Canada will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in connection with their communications with Honda Canada or when accessing information or documents from Honda Canada. Honda Canada will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

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

Honda Canada will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content (January 2021)

Honda Canada's public website and any content published after January 1, 2012 will conform with WCAG 2.0 Level AA by January 1, 2021, other than certain requirements specifically excluded under the IASR.

EMPLOYMENT STANDARDS

Workplace Emergency Response Information (January 2012)

Honda Canada will provide individualized workplace emergency response information to Employees who have a disability, if the disability is such that the individualized information is necessary, and if Honda Canada is aware of the need for accommodation due to the Employee's disability. Honda Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, Honda Canada will, with the consent of the Employee, provide the workplace emergency response information to the person designated by Honda Canada to provide assistance to the Employee.

Honda Canada will review the individualized workplace emergency response information when the Employee moves to a different location in the organization, when the Employee's overall accommodation needs or plans are reviewed and when Honda Canada reviews its general emergency response policies

Recruitment, Assessment or Selection Process (January 2016)

Honda Canada will notify its Employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Honda Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Honda Canada will 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.

Notice to Successful Applicants (January 2016)

When making offers of employment, Honda Canada will notify the successful applicant of its policies for accommodating Employees with disabilities.

Informing Employees of Supports (January 2016)

Honda Canada will inform its Employees of its policies (and any changes to those policies) used to support 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. Honda Canada will provide this information to new Employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees (January 2016)

Upon the request of an Employee 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.

In determining the suitability of an accessible format or communication support, Honda Canada will consult with the Employee making the request.

Documented Individual Accommodation Plans (January 2016)

Honda Canada will maintain a written process for the development of documented individual accommodation plans for Employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process (January 2016)

Honda Canada will develop and have in place a documented return to work process for its Employees who have been absent from work due to a disability and who 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.

This return to work process will not replace or override any other return to work process created by or under any other statute (*e.g.*, the Ontario *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment (January 2016)

Honda Canada will take into account the accessibility needs of Employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to Employees, or when redeploying Employees.

Contact for Questions

This Integrated Accessibility Standards Policy 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 telephone at: (844) 499-7719, or by email to: accessibility@honda.ca