



HINO CANADA ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) INTEGRATED ACCESSIBILITY STANDARDS POLICY

USERS: ALL HMC TEAM MEMBERS AND THIRD PARTIES

POLICY

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

1. The Provisions of Goods and Services to Persons with Disabilities
2. The Use of Assistive Devices
3. The Use of Guide Dogs, Service Animals and Service Dogs
4. The Use of Support Persons
5. Notice of Service Disruptions
6. Customer Feedback
7. Training
8. Notice of Availability and Format of Required Documents

The Provisions of Goods and Services to Person with Disabilities

HMC will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all Customers received the same value and quality;
- Allowing Customers with disabilities to do things in their own way, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods, when possible, to ensure that Customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that considers the customer's disability.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by HMC.

In cases when the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.



Guide Dogs, Service Animals and Service Dogs

A Customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Food Service Areas:

A Customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the Customer for reasons related to his/her disability, the Company may request verification from the Customer. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The Customer that is accompanied by a guide dog, service dog and/or service animal is responsible for always maintaining care and control of the animal.

Allergies

If a health and safety concern present itself for example in the form of a severe allergy to the animal, the Company will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a customer with a disability is accompanied by a support person, HMC will ensure that both persons are allowed to enter the premises together and that the Customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the Customer, prior to any conversation where confidential information might be discussed.



Notice of Disruption in Service

Service disruption may occur due to reasons that may or may not be within the control or knowledge of HMC. In the event of any temporary disruptions to facilities or services that Customers with disabilities rely on to access or use HMC goods and services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

If a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative service of options

Notifications Options:

When disruptions occur HMC will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances

Feedback Process

HMC shall provide Customers with the opportunity to provide feedback on the service provided to Customers with disabilities. Information about the feedback process will be readily available to all Customers and notice of the process will be made available. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand delivered, website or email), will be available upon request.

Customers can submit feedback to:

Hino Motors Canada, Ltd.
Attn: Human Resources
6975 Creditview Road, Unit #2
Mississauga, ON L5N 8E9
(905) 670-3352

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any HMC Team Member.



Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- All Team Members, Agents and/or Contractors who deal with the public or other Third Parties that act on behalf of HMC for example: Salespersons, Drivers, Vendors, Event Operators, and other Third Parties; and
- Those who are involved in the development and approval of customer service policies, practices, and procedures.

Training Provisions:

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulations 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who
 - Use assistive devices;
 - Require the assistance of a guide dog, service dog or other service animal; or
 - Require the use of a Support Person.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- HMC's policies, procedures and practices pertaining to providing accessible customer service to Customers with disabilities.

Training Schedule:

HMC will provide training as soon as practicable. Training will be provided to new Team Members, Agents and/or Contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.



Record of Training:

HMC will keep record of training that includes the dates of training was provided and the number of Team Members who attended the training. Notice of Availability HMC shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that considers the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by HMC.

This policy and its related procedures will be reviewed as required in the event of legislative changes.

The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by HMC.

DEFINITIONS

The AODA and Ontario Regulations 429/07 contains and refers to various definitions that are relevant to this policy, such as:

"Disability"

- 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 of other remedial appliances or device.
- A condition of mental impairment or a developmental disability
- A learning disability, or dysfunction in one or 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 plan established under the Workplace Safety and Insurance Act, 1997.

"Barriers" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Such barriers include attitudinal, information or communication, technology, organizational, architectural, or physical.

"Guide Dog" is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.



“Service Animal” as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if; it is readily apparent that the animal is used by the person for reasons related to his/her disability, if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

“Support Person” as reflected in Ontario Regulation 429/07, a Support Person means in relation to a person with a disability, another person who accompanies him/her in order to help with communication, mobility, personal care, medical needs or access to goods and services.