Accessibility Policy

PURPOSE AND SCOPE

The purpose of this document is to establish the policies, procedures and practices in accordance with the Accessibility Standards for Customer Service regulations, which were brought into force under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA").

Statement of Commitment

Hyundai Auto Canada Corp. is committed to treating all Persons in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 Accessibility for Ontarians with Disabilities Act.

POLICIES

Governing Principles

The following principles will apply with respect to the Company's provision of services to persons with disabilities:

- Services will be provided in a manner that respects the dignity and independence of Persons with disabilities;
- Services will be provided in such a way as to allow Persons with disabilities to fully benefit from the same services in the same place and in the same or similar ways as the general public; and
- Persons with disabilities will be given equal opportunity to obtain, use, and benefit from the services provided, either in an integrated manner as described above or through the use of an alternate method.

Accessible Formats and Communications Supports

Upon request, Hyundai Auto Canada Corp will provide, or will 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.

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

Hyundai Auto Canada Corp will also notify the public about the availability of accessible formats and communication supports.

Employees tasked with providing services to the public will communicate with Persons with disabilities in a way that takes into account their specific disabilities.

Assistive Devices, Support Personnel, Service Animals

In providing services to Persons with disabilities, the Company will permit, as required, the use of assistive devices and permit the entrance of support personnel or service animals that may accompany a person with a disability in order to provide Persons with disabilities the same access to services as other members of the public.

Temporary Disruptions in Service

Should the Company's customer-facing services become temporarily unavailable (e.g. customer service lines not operational), the Company will provide notice of such disruptions using multiple channels and include in the notice the reasons for the disruption, the anticipated duration of the disruption, and alternative services that may be available.

Accessible Websites and Web Content

Hyundai Auto Canada Corp will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is not an option.

Training of Staff

The Company will provide ongoing training to all staff involved in customer-facing positions to ensure that they are aware of the proper ways of interacting and communicating with Persons with disabilities.

Training will include:

- A review of the purposes of the AODA;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with Persons with disabilities who use assistive devices, support personnel, and/or service animals;
- How to use any devices on the Company's premises or used by the Company that are intended to assist with the provision of services to Persons with disabilities;
- What to do if a person with a particular disability is having difficulty accessing the Company's services.
- Ontario Human Rights Code as it pertains to dealing with Persons with disabilities.

The Company will maintain records of staff attending the above training.

Feedback Process

The Company will establish a process for receiving and responding to enquiries about the manner in which it provides services to Persons with disabilities.

The feedback process will allow for multiple methods of receiving feedback from the public.

The feedback process will specify the process that the Company will take when receiving complaints.

Recruitment

Advertisements

- All job advertisements will be available upon request in a format that accommodates an individual's disability.
- It will be stated on all job ads that we will provide accommodation for job applicants with disabilities upon request.

Applicant Interviews

- Upon contacting an applicant to invite them in for an interview, we will ask if any accessibility accommodations are needed during the recruitment process.

Offer Presented

- When an offer is presented, we will alert the successful candidate of our organization's policy on accommodating employees with disabilities.

Workplace Emergency Response Information

Hyundai Auto Canada Corp 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 Hyundai Auto Canada Corp is aware of the need for accommodation due to the employee's disability. Hyundai Auto Canada Corp will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Hyundai Auto Canada Corp will, with the consent of the employee, provide the workplace emergency response information to the person designated by Hyundai Auto Canada Corp to provide assistance to the employee.

Hyundai Auto Canada Corp will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Hyundai Auto Canada Corp 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

Hyundai Auto Canada Corp maintains 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 outlines the steps Hyundai Auto Canada Corp 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 (ie., the Workplace Safety Insurance Act, 1997).

RESPONSIBILITY

Responsibility for the maintenance, revision, and interpretation of this policy rests with the National Manager, Human Resources, subject to executive approval.

Note: Any employment actions taken under this policy will be accomplished without regard to race, creed, age, sex, marital status, nationality, ancestry, place of origin, or handicap.

Hyundai Auto Canada Corp. will adhere to both the letter and the intent of the provincial Human Rights codes in all areas that relate to selection of candidates in all jurisdictions in which the Company operates. Any employment actions taken under this policy will be accomplished without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability.

For more information

For more information or if you have any questions on this accessibility plan,
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