

## Hyundai Capital Canada (HCCA)

# Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act, 2005

### Introduction

Hyundai Capital Canada (HCCA) aims to provide individuals of all needs, both internally and externally, with the appropriate tools and resources to be successful. All HCCA staff are trained on AODA compliance as part of their onboarding, and pride ourselves in continuous improvement, while we strive to become better each day.

### Hyundai Capital Canada (HCCA)

Strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Is committed to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

We review and update our plan at least once every 5 years.

We train every person as soon as reasonably practicable after being hired and provide training in respect of any changes to our accessibility policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Section 1 – Past Achievements to Remove and Prevent Barriers & Future Actions

Topic	Description	Action	Status
<b>General</b>	<ul style="list-style-type: none"> <li>a. Accessibility Policy</li> <li>b. Accessibility Plan</li> </ul>	<ul style="list-style-type: none"> <li>a. Accessibility Policy was created and implemented in 2016.</li> <li>b. Multi-Year Plan has been created and implemented. Both Policy and Plan are reviewed and maintained.</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Complete</b> (Policy - 2016)</li> <li>b. <b>Complete</b> (Multi-Year Plan - 2021)</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>a. Accessibility Policy</li> <li>b. Training</li> </ul>	<ul style="list-style-type: none"> <li>a. Policy was developed and implemented.</li> <li>b. All current and new hire employees receive online AODA Customer Service Training.</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Complete</b> (Policy - 2016)</li> <li>b. <b>Complete</b> (Customer Service Training - 2019/current)</li> </ul> <p><b>*Further accommodations are available upon request*</b></p>
<b>Information and Communications</b>	<ul style="list-style-type: none"> <li>a. Feedback</li> <li>b. Accessible Formats and Communication Supports</li> <li>c. Applies to Internal/External communication</li> </ul>	<ul style="list-style-type: none"> <li>a. A feedback process is included in our Accessibility Policy.</li> <li>b. Contact information is available upon request through our website and job listings.</li> <li>c. Training to promote awareness of accessible requests.</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Complete</b> (Feedback - 2016)</li> <li>b. <b>Complete</b> (Accessible Formats and Communications Supports - 2016)</li> <li>c. <b>Complete</b> (Internal/ External Communication -2019/current)</li> </ul>

	<ul style="list-style-type: none"> <li>d. Accessible Formats</li> <li>e. Emergency Procedures, Plans, or Public Safety Info</li> </ul>	<ul style="list-style-type: none"> <li>d. Notification of availability of accessible support on our website and job postings.</li> <li>e. Communicated internally and through the H&amp;S committee. Detailed plan available on common drive.</li> </ul>	<ul style="list-style-type: none"> <li>d. <b>Complete</b> (Notification of Availability for accessible support on website and job postings - 2016)</li> <li>e. <b>Complete</b> (ER Procedures, Plans, Public Info – 2016)</li> </ul>
<b>Employment</b>	<ul style="list-style-type: none"> <li>a. Recruitment (General)</li> <li>b. Recruitment Assessment or Selection Process</li> <li>c. Notice to Successful Applicants</li> <li>d. Accessible Formats &amp; Communication Supports for Employees</li> <li>e. Workplace Emergency Response Information</li> </ul>	<ul style="list-style-type: none"> <li>a. Accommodations in respect to recruitment are available on all job postings, across various sites.</li> <li>b. Candidates are contacted during recruitment to inquire about accessibility needs.</li> <li>c. Successful applicants are assigned our Accessibility Policy as part of their onboarding.</li> <li>d. Available upon request of employee.</li> <li>e. Covered under internal company ER plan. In progress developing process and form</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Complete</b> Recruitment (General - 2019)</li> <li>b. <b>Complete</b> (Recruitment Assessment or Selection Process - 2019)</li> <li>c. <b>Complete</b> (Notice to Successful Participants - 2021)</li> <li>d. <b>Complete</b> (Accessible Formats &amp; Communication Supports for Employees – 2016)</li> <li>e. <b>In Progress</b> (Workplace Emergency Response Information - ETOC Q2 2022)</li> </ul>

	<p>f. Documented Individual Accommodation Plans</p> <p>g. Return to Work Process</p> <p>h. Performance Management</p> <p>i. Career Development &amp; Advancement</p>	<p>f. Process is currently being documented.</p> <p>g. Currently, we work with our health provider to accommodate individuals RTO and are in the process of developing an internal process.</p> <p>h. This is taken into account and performance management documentation will formally be revised.</p> <p>i. This is communicated to managers when planning and HR has been trained on the full AODA suite from the Provincial government.</p>	<p>f. <b>In Progress</b> (Document Individual Accommodation Plans - ETOC Q2 2022)</p> <p>g. <b>In Progress</b> (Return to Work Process – ETOC Q2 2022)</p> <p>h. <b>In Progress</b> (Performance Management – ETOC Q2 2022)</p> <p>i. <b>Complete</b> (Career Development and Advancement – 2016/ongoing)</p>
<b>Procurement</b>	<b>N/A</b>		
<b>Self-Service Kiosks</b>	<b>N/A</b>		

<b>Training</b>	a. Online Training	a. All HCCA staff are trained in AODA Customer Service with material provided by the Government of Ontario. This includes all current staff and new hires (within 30 days, as part of the onboarding process). b.	a. <b>Complete</b> (2019 – Present)
<b>Design of Public Spaces</b>	<b>N/A</b>		
<b>Transportation</b>	<b>N/A</b>		

### Further Information

For more information on this accessibility plan, please contact

Contact Information	
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Our accessibility plan is publically posted at

<a href="http://www.hyundaicapitalcanada.ca">www.hyundaicapitalcanada.ca</a>
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