



AODA - Accessible Customer Service Policy

Hyundai L&C Canada is committed to excellence in serving all customers including people with disabilities in accordance with the Accessibility for Ontarians Disability Act, 2005 (AODA).

Assistive devices

We will ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that consider their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Hyundai L&C Canada will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances to our premises.

Training

Training will be provided to all team members.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person



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- What to do if a person with a disability is having difficulty in accessing Hyundai L&C Canada's goods and services
- Hyundai L&C Canada's policies practices and procedures relating to the customer service standard.

Feedback process

Customers who wish to provide feedback on the way Hyundai L&C Canada provides goods and services to people with disabilities can be made by e-mail, phone, mail or in person.

All feedback, including complaints, will be directed to the Human Resources Manager.

Customers can expect to hear back in 10 business days.

Modifications to this or other policies

Any policy of Hyundai L&C Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.