



**Integrated Standard for
Accessibility for Ontarians with
Disabilities Policy (“AODA”)**

Revision History

Revision	Issue Date	Notes/Changes
1	January 6, 2014	Initial version
2	December 1, 2020	Updated format, Commitment, Accessible Formats, Assistive Devices, Support Persons, Notice of Disruption, Training, Feedback Process, Questions

Table of Contents

1. Policy scope	4
2. Commitment Statement.....	4
3. Accessible Formats	4
4. Assistive Devices	4
5. Communication	4
6. Service Animals.....	4
7. Support Persons.....	5
8. Notice of Temporary Disruption.....	5
9. Training	5
10. Feedback	5
11. Questions	6

1. Policy scope

This policy applies to all employees of CLE Capital Inc. a subsidiary of Hitachi Capital Canada Corporation (“The Company” or “HCC”) that provides services or makes decisions that impact Ontario clients or employees.

2. Commitment Statement

We strive to ensure all services to our customers and business relationships are equitable for all clients including those with disabilities. The Company is committed to treating all people with dignity and independence by removing barriers to accessibility and meeting accessibility requirements under the AODA.

3. Accessible Formats

A customer can request services, public policies, procedures, and information in accessible formats. This will be provided at the same charge as the original formats and will consider the clients’ abilities which will be determined through consultation with the requesting party.

4. Assistive Devices

We are committed to providing service to individuals that utilize assistive devices. We will ensure that designated employees are trained on various assistive devices that we have on site or that we provide which may be used by customers. Clients are encouraged to speak with their Company contact to detail their requirements around devices.

5. Communication

The Company will ensure that communication with persons with disabilities will be in a manner that takes their accessibility requirements into account.

6. Service Animals

CLE allows for service animals to accompany people with disabilities in the areas on our premises that are open to the public.

7. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on premises that are open to the public. Should there be any confidential information shared, the support person may be required to sign a confidentiality agreement provided by the Company.

8. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or access to facilities, the Company will provide information about the reason for the disruption, estimated length of disruption and alternative methods of communication if available. This information may be communicated through a posting on our physical office locations, website, or phone systems. The method of communication will be based on the circumstances.

9. Training

Training will be provided to all employees who provide services, makes decisions, or develop policies which impact Ontario clients. Training will include:

- Overview of the Accessibility for Ontarians with Disabilities Act
- How to interact and communicate with people with disabilities
- How to interact with people with disabilities who use assistive devices, support person or support animal
- What to do if a person is having difficulty accessing services or has an accommodation request
- How to escalate feedback and complaints
- What to do in case of a service disruption
- Any changes made to our policy

10. Feedback

The goal of HCC is to meet and surpass client expectations. Comments on our services regarding how well those expectations are met are both welcomed and appreciated.

Clients who wish to provide feedback to HCC on how services are provided to people with disabilities can email the Company at service@hitachicapital.ca. Any client complaints or requests will be addressed according to our organization's regular

procedures, while taking into consideration the person's disabilities. Requests and feedback can be made to the following:

Human Resources

3390 South Service Rd, Suite 104

Burlington Ontario, L7S 2J5

Tel: 866-241-9021, ext. 2101

Fax: 866-241-9022

hr@clecapital.ca

11. Questions

This policy exists to achieve service excellence for all clients including those with a disability. If anyone has questions about this policy, please contact the HR Manager at hr@clecapital.ca