



Accessibility Standards for Customer Service

This policy is designed to inform our employees and customers that Dana Canada Corporation is dedicated to adhering to the requirements of AODA and O. Reg. 429/07 as well as our personal commitment to providing accessible goods or services to our customers. This policy will be made available in an alternate format upon request and will be provided within a reasonable timeframe once requested.

Providing Goods and Services to People with Disabilities

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) *Accessibility Standards for Customer Service*, Dana Canada Corporation is committed to providing accessible goods or services to all of our customers. Our customers include clients, associates and suppliers. We are dedicated to providing goods or services that can be accessed in an equitable manner, as all of our customers are valued. Dana Canada Corporation is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

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

Communication

We are dedicated to making reasonable efforts to take into account our customers' specific needs when communicating with them. We understand that communication styles vary and that not all persons with the same disability use the same communication modalities. Therefore, Dana Canada Corporation has made every effort to ensure that our employees take this into consideration and, when unsure, to always ask our customers how best to communicate with them. We will communicate with people with disabilities in ways that take into account their disability.

Service Animals and Support Persons

We welcome people with disabilities and their service animals and are committed to ensuring that all customers who are accompanied by service animals, guide dogs or support persons are able to access all parts of our premises that are open to the public and to third parties. We can also arrange for guided tours facilitated by an employee. If guide dogs or service animals are not allowed by law on certain sections of our premises, we will ensure that this information is communicated to our customers and that an alternative will be provided to our customers to obtain, use or benefit from our goods or services.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify the customer. The notice will be placed at the location to which it applies.

Feedback Process

Customers who wish to provide feedback on the way Dana Canada Corporation provides goods and services to people with disabilities can provide their feedback by contacting the site Human Resources Manager by telephone, or through email. Customers can expect to hear back within 30 days of providing feedback. If you require further information on accessibility please contact your local HR Manager.

A handwritten signature in black ink, appearing to read "Rich Whiting".

Rich Whiting, Senior Human Resources Manager

October 2nd, 2013
Date

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