



Accessibility Policy

Purpose

Kenworth Ontario is committed to providing goods, services, facilities, information and employment practices in a way that respects the dignity and independence of people with disabilities. This policy supports compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and its accessibility standards.

Scope

This policy applies to all employees, contractors, volunteers and others who provide goods, services or facilities on behalf of Kenworth Ontario.

Customer Service

Kenworth Ontario will provide accessible customer service by communicating with individuals in a way that takes their disability-related needs into account and by making reasonable efforts to remove barriers to our goods, services and facilities.

Assistive Devices, Service Animals and Support Persons

Individuals with disabilities may use their own assistive devices when accessing Kenworth Ontario's goods, services or facilities. Service animals and support persons are welcome in areas open to the public, subject to health and safety requirements.

Accessible Formats and Communication Supports

Upon request, Kenworth Ontario will provide or arrange for accessible formats and communication supports in a timely manner and in consultation with the individual making the request.

Temporary Service Disruptions

If there is a temporary disruption to facilities or services used by people with disabilities, Kenworth Ontario will provide notice where reasonable. The notice will include information about the reason for the disruption, expected duration and any available alternatives.

Feedback Process

Kenworth Ontario welcomes feedback about the way we provide accessible goods, services and facilities. Feedback may be submitted through the company's AODA Feedback Process or directed to Human Resources. Feedback will be reviewed and responded to, where appropriate, in a timely manner.

Training

Kenworth Ontario will provide accessibility training to employees and others as required by AODA. Training will be appropriate to each person's duties and will be provided as soon as practicable.

Employment

Kenworth Ontario will notify employees and job applicants that accommodation is available, upon request, throughout the recruitment and employment process. Accommodation needs will be handled respectfully, confidentially and in accordance with applicable law.

Review

This policy will be reviewed as required and updated when necessary to ensure continued compliance with the AODA and Kenworth Ontario's accessibility commitments.