



Kenworth Ontario Multi-Year Accessibility Plan

2026–2030 Accessibility Plan

This plan explains what Kenworth Ontario will do from 2026 to 2030 to identify, remove, and prevent barriers for people with disabilities. Kenworth Ontario is a heavy-duty truck dealership that sells and services heavy-duty trucks across Ontario. This plan applies to our employees, customers, visitors, job applicants, and anyone who uses our services or visits our locations.

Statement of Commitment

Kenworth Ontario is committed to providing a respectful, accessible, and inclusive environment. We will work to make our services, employment practices, information, and facilities accessible to people with disabilities in a way that respects dignity, independence, integration, and equal opportunity.

Accessibility Priorities for 2026–2030

Area	What We Will Do	Responsibility	Timing
Accessibility Policies	Review and update accessibility policies as needed. Make sure employees know where to find them and who to contact with questions.	Human Resources / Management	Ongoing, 2026–2030
Availability of Plan	Make this plan available to the public and provide it in an accessible format upon request.	Human Resources / Administration	Upon request
Training	Provide AODA and Human Rights Code training to employees, managers, and anyone who provides goods, services, or support on behalf of Kenworth Ontario.	Human Resources / Managers	At hire and as needed
Customer Service	Serve customers and visitors with disabilities respectfully. Allow assistive devices, service animals, and support persons where permitted by law.	All employees	Ongoing
Service Disruptions	Provide notice when accessible customer areas or services are temporarily unavailable, where practical.	Management / Administration	As needed
Accessible Information	Provide accessible formats or communication supports when requested, where practical.	Human Resources / Administration / Managers	Upon request
Employment	Notify applicants and employees that accommodation is available during recruitment, hiring, employment, and career development.	Human Resources / Managers	Ongoing
Workplace Accommodation	Prepare documented individual accommodation plans for employees where needed.	Human Resources / Managers	As needed
Return to Work	Support employees returning to work after a disability-related absence.	Human Resources / Managers	As needed
Emergency Response	Provide individualized workplace emergency response information to employees who require assistance, where we are aware of the need.	Human Resources / Managers	As needed
Facilities and Parking	Consider accessibility in parking, entrances, reception, waiting areas, washrooms, and customer-facing spaces where practical.	Management	As changes occur
Procurement	Consider accessibility when buying goods, services, equipment, or making facility changes, where practical.	Management / Purchasing	As needed
Website and Digital Content	Work toward keeping public-facing digital information accessible where practical and when updates are made.	Administration / Management	Ongoing
Feedback	Accept accessibility feedback by phone, email, mail, or in person. Review feedback and respond where appropriate.	Human Resources / Administration	Ongoing

Review and Updates

Kenworth Ontario will review this accessibility plan at least once every five years and update it sooner if there are changes to our business, legal requirements, or accessibility practices.