

## Customer Service Accessibility Policy

**Objectives:** The purpose of this Policy is to establish how Penske Truck Leasing Canada Inc. (“Penske”) will provide access to goods and services to the public and other third parties that do business with Penske (“Customers”) with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is compliant with the *Accessibility for Ontarians with Disabilities Act* (“AODA”) and its regulations. This policy shall apply to operations within the Province of Ontario.

### Policy Statement

Penske recognizes the importance of:

1. Providing goods, services or facilities in a manner that respects the dignity and independence of persons with disabilities
2. Integrating the provision of goods, services or facilities to persons with disabilities with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities
3. Giving persons with disabilities an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities
4. Communicating with a person with a disability in a manner that takes into account the person’s disability

### Standards

- **Communication**
  - Penske will communicate with Customers with disabilities in a manner that takes into account their disabilities. We will consider how a Customer’s disability may affect the way that he or she expresses, receives or processes communications and, where possible, ask the Customer how to best communicate with him or her.
- **Assistive Devices**
  - Assistive devices that may be used by individuals with disabilities are welcome on Penske premises that are open to the public or other third parties. Penske will take steps to ensure that its representatives are familiar with commonly used assistive devices.
- **Service Animals**
  - Penske welcomes guide dogs or other animals that serve individuals with disabilities in those areas of Penske’s premises that are open to Customers and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, Penske will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.
- **Support Persons**
  - Penske welcomes persons who support individuals with disabilities to accompany them onto Penske premises open to the public or other third parties. Penske will ensure that Customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide

support to the Customer.

- **Temporary Unavailability of Access to Goods or Services for Customers with Disabilities**
  - In the event that a facility, service or system offered by Penske to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, Penske will provide advance notice of the disruption on its telephone message, website, at the entrance to its premises or by the service or facility, as is reasonable in the circumstances, at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to Penske. The notices will:
    - Explain the reason for and anticipated length of the disruption; and
    - Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.
- **Training**
  - Penske will ensure that all of its associates who are involved in developing Penske's policies, practices and procedures on the provision of goods and services will be trained on:
    - The purpose of the AODA and an overview of the Customer Service Standards;
    - How to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;
    - How to use equipment or devices available on Penske's premises, if any, or otherwise provided by Penske that may help with the provision of goods, services or facilities to a person with a disability;
    - The policies and procedures created by Penske in accordance with the Customer Service Standards under the AODA; and
    - How to help a person with a disability who is having difficulty accessing Penske's goods or services.
  - This training will also be provided on an ongoing basis, as soon as practicable, whenever Penske's policies change with respect to customer service accessibility for individuals with disabilities. Penske will keep a log of all of the training it will provide documenting who was trained, on what and when.
- **Feedback Regarding Accessible Customer Services**
  - Penske invites feedback on the way that it provides goods or services to individuals with disabilities, including how it provides opportunities for feedback. Those who wish to provide such feedback are encouraged to do so:
    - In person;
    - By telephone;
    - In writing; or
    - By delivering an electronic text by email or on a diskette.

All feedback will be directed to: Associate General Counsel - Compliance,  
[kristin.morgan@penske.com](mailto:kristin.morgan@penske.com), (610)775-6498, 2675 Morgantown Rd., Reading, PA 19607

### **Availability of this Policy**

Please note that, upon request, Penske will provide a copy of this Policy in a manner that considers the requesting individual's disability, if any (in consultation with the individual) and in a timely manner. A copy of this policy will be posted on Penske's website.