



Statement of Commitment

King Truck & Equipment Repair Inc. respects the dignity and independence of persons with disabilities and supports the Accessibility for Ontarians with Disabilities Act (the AODA). We wish to contribute to the objective of a barrier free Ontario and equal opportunity workplace for persons with disabilities. We are committed to providing services and fostering a workplace in a manner that observes the underlying principles and meets all applicable requirements of the AODA, for our customers and employees.

Customer Service

We are committed to engaging with our customers in a respectful manner and making all reasonable efforts to accommodate the communication and access needs of customers with disabilities. This includes communicating in a manner that recognizes the needs of persons with disabilities and enabling the use of assistive devices and service animals in our public spaces.

Customer Service Feedback

We display information about our AODA policy at our facilities and on our website, including instruction on how to provide feedback to us about our standard of service to persons with disabilities. Feedback received will be promptly reviewed and addressed, in a manner that respects the nature of the person's disability. Where a request for information in an accessible format cannot be reasonably satisfied by us, we will provide an explanation.

Employee Training and Awareness

Our employees receive instruction on our policies and procedures to support the principles and objectives of the AODA, including instruction on our Customer Service Standard and how to provide service to persons with disabilities.

Hiring and Employment

On request, we will make every reasonable effort to accommodate the needs of persons with disabilities, to enable otherwise capable persons to participate equally in the hiring process and our workplace, except in circumstances that create undue hardship.

Multi-Year Plan

Since the AODA was introduced, we have maintained a multi-year plan to track our progress with implementation of accessibility requirements applicable to our activities and services. Annually, we review our policy and procedures.

Questions or Feedback

If you have questions, or wish to provide feedback about our how we provide service to persons with disabilities, please let us know by contacting:

Telephone:

[905-639-0400](tel:905-639-0400)

E-mail:

info@kingtruckrepair.com

Attention: Health & Safety Officer

In writing:

King Truck & Equipment Repair Inc.
1077 Howard Road,
Burlington, ON, L7P 0T7

