

Customer Service Policy Providing Goods and Services to Persons with Disabilities

1. Our mission

The mission of Eberspaecher Climate Control Systems Canada Inc. is to represent J. Eberspaecher, its parent company, in market development, distribution and assembly of its complete line of fuel operated heaters for the truck, bus, off-highway equipment, marine, military and miscellaneous markets for North America, Mexico and South America. The Eberspaecher employee team is committed to supporting its distribution network and the end user with the finest quality service and technical support available in the industry through on-site customer application design, installation and troubleshooting, training, customer service and after sales support.

2. Our commitment

In fulfilling our mission, Eberspaecher is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers, suppliers or any other person who deals with Eberspaecher in the conduct of its business.

3. Providing goods and services to persons with disabilities

Eberspaecher is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

- **Communication**

We will communicate with persons with disabilities in ways that take into account their disability. We will train employees who communicate with customers on how to interact and communicate with persons with various types of disabilities.

- **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication is not suitable to their communication needs or is not available, we will offer to communicate through other means such as email or fax.

- **Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use of benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

- **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request (for example, hard copy, large print, e-mail, fax). We will answer any questions customers may have about the content of the invoice in person by telephone or e-mail.

4. Use of service animals and support persons

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Eberspächer's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. No issues related to privacy will be disclosed in the presence of a support person, unless the person with the disability provides express authorization. The support person may be required to sign a Confidential Disclosure Agreement (CDA).

5. Notice of temporary disruption

Eberspächer will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at the front reception entrance on our premises.

6. Training for employees

Eberspächer will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided to all employees as part of the on-boarding process.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Eberspächer's goods and services
- Eberspächer's policies, practices and procedures relating to the customer service standard.

Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.