Multi-Year Accessibility Plan

Statement of Commitment to Accessibility

Herc Rentals will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- taking reasonable steps to ensure that all persons receive the same value and quality;
- allowing persons with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that persons with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account a person's disability.

Herc Rentals is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "**AODA**") and the *Integrated Accessibility Standards Regulations* (the "**Regulations**"). This multi-year accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. This multi-year accessibility plan will be reviewed and updated at least once every 5 years.

Establishing Accessibility Policies

Herc Rentals has developed and implemented accessibility policies, including regarding accessibility standards, customer service standards and employment standards. This multi-year accessibility plan summarizes Herc Rentals' accessibility polices. This multi-year accessibility plan is posted on Herc Rentals' external website and internal intranet. Herc Rentals has also posted copies of its accessibility policies on its internal intranet.

Copies of this multi-year accessibility plan and Herc Rentals' accessibility policies will be made available in an accessible format upon request.

Customer Service

Herc Rentals has developed, implemented and maintains a policy on customer service standards.

Herc Rentals' policy on customer service standards addresses the use of assistive devices and includes a description of Herc Rentals' provision of goods, services and facilities. Herc Rentals will provide a copy of its policy on customer service standards to any person upon request. Herc Rentals will notify persons through its external website that the policy on customer service standards is available upon request.

Herc Rentals will ensure that a person with a disability who is accompanied by a guide dog or other service animal is permitted to enter Herc Rentals' premises with the animal and keep the animal with them. Herc Rentals will ensure that, if a service animal is excluded by law from the premises, other measures will be made available to enable a person with a disability to obtain, use or benefit from Herc Rentals' goods, services or facilities. Herc Rentals will ensure that both the person with a disability and any accompanying support person are permitted to enter Herc Rentals' premises together and that the person with a disability is not prevented from having access to the support person while on Herc Rentals' premises. The policy on customer service standards includes descriptions of Herc Rentals' service animal and support person policies.

Herc Rentals is committed to providing accessible customer service to people with disabilities. This means, to the best of our ability, that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. Customer feedback can be submitted to our Human Resources department as outlined at the

end of this document. We will respond to the feedback to identify or address potential barriers within 10 business days from receiving the feedback.

Herc Rentals will notify persons with disabilities if there is a temporary disruption in facilities and services the persons with a disability usually uses. Herc Rentals' policy on customer service standards sets out the steps Herc Rentals will take in the event of a temporary disruption.

Information and Communications

Herc Rentals is committed to making our information and communications accessible to people with disabilities. Our multi-year accessibility plan is posted on our intranet site for all employees and this multi-year accessibility plan is posted publicly on our website at www.hercrentals.com.

Employment

Herc Rentals is committed to the success of all employees, including employees with a disability. We are committed to fair and accessible employment practices. Accommodation policies are in place and we have updated our offer templates to include language on accessibility.

Herc Rentals will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally.

For positions based in Ontario, when Herc Rentals notifies job applicants that they have been selected to participate further in the recruitment process, Herc Rentals will notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the assessment process by including a statement to this effect in its communication to applicants.

For positions based in Ontario, if a selected applicant requests an accommodation, Herc Rentals will consult with the applicant and provide, or will arrange to provide, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. Herc Rentals will notify the successful applicant of its policies for accommodating employees with disabilities.

Upon the request of an employee with a disability in Ontario, Herc Rentals will consult with the employee to provide, or arrange to provide, accessible formats and communication supports for information that is: (i) needed to perform the employee's job; and (ii) generally available to other employees. When determining the suitability of an accessible format or communication support, Herc Rentals will consult with the employee making the request.

Herc Rentals will provide employees with a disability in Ontario with an emergency barriers form that will inquire as to whether an employee requires an individualized workplace emergency response. Individualized workplace emergency response information will be provided to employees in Ontario who have a disability, where this information is necessary and where Herc Rentals is aware of the employee's need for accommodation due to the employee's disability. If Herc Rentals receives the employee's consent, Herc Rentals will provide the emergency response information to the person designated by Herc Rentals to provide assistance.

Herc Rentals has developed and maintains a process for the development of documented individual workplace accommodation plans for employees in Ontario with disabilities.

Herc Rentals has developed and maintains a return to work process for its employees in Ontario who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. Herc Rentals documents the return to work progress, including any individual workplace accommodation plans or individualized workplace emergency plans, as required in the return to work process.

Herc Rentals will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when conducting performance management. Herc Rentals will take into

account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when providing career development and advancement to employees. Herc Rentals will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when redeploying employees.

Training

Herc Rentals provides training on the AODA, its policy on customer service standards and the Ontario *Human Rights Code* as it applies to people with disabilities.

New employees, current employees, volunteers, and other individuals as required by the Regulations will complete the training within a timely manner. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policy. We also maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Accessible Formats & Communication Support

Herc Rentals strives to communicate with persons with a disability in a manner that takes into account both the disability and the individual person's preferred method of communication. Herc Rentals can communicate with members of the public in writing, via telephone, email, or meetings, either in person or via video conference. Herc Rentals recognizes that not all persons may wish to communicate in the same manner.

Herc Rentals will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, which take into account the person's accessibility needs due to disability. Herc Rentals will provide accessible formats and communication supports, upon request, at a cost that is no more than the regular cost charged to other members of the public. Herc Rentals will consult with any individual who requests accessible formats and communication supports to determine the suitability of an accessible format or communication support.

Emergency procedure, plans or public safety information

If applicable, should Herc Rentals make emergency procedures, plans or public safety information available to the public, Herc Rentals will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Feedback & Additional Information

Our multi-year accessibility plan is publicly posted on www.hercrentals.com. Standard and accessible formats of this document can be requested by contacting below.

For more information, about this multi-year accessibility plan or its related procedures please contact:

The Human Resources Department
35 Claireville Drive, Etobicoke, Ontario, M9W 5Z7

This multi-year accessibility plan was reviewed on October 29, 2026 and will be reviewed and updated at least once every 5 years.