

Policy:	Non-Discrimination of Services		
Policy No.:	9.0	Issue Date:	July 2021
Authorized By:	General Manager	Review Date:	
Department:	Operations	Effective Date:	July 2021
Personnel Affected:	All personnel, contractors, or entities who perform services for Transdev		
Objective:	This policy describes Transdev’s compliance under Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 related to non-discrimination of services based on disabilities.		

Transdev does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, national origin, disability, or age (and any other bases that you wish to include, such as sex, sexual orientation, gender identity, religion, creed, etc.) in participation, or receipt of services and benefits under any of its programs and activities, whether carried out by Transdev directly or through a contractor or any other entity with which Transdev arranges to carry out its services.

Transdev leadership will ensure all employees, contractors, or entities doing business on behalf of Transdev complete training related to this policy within 30 days of hire and annually thereafter.

Responsibility:

Transdev must not, on the basis of disability:

- Exclude or deny a qualified individual with disabilities from receiving services.
- Afford a qualified individual with disabilities with an opportunity to participate in or benefit from a service that is not equal to what is afforded others.
- Provide a service to a qualified individual with disabilities that is not as effective as what is provided others.
- Provide different or separate services to a qualified individual with disabilities unless necessary to provide services that are as effective as what is provided others.

Transdev must:

- Provide services in the most integrated setting appropriate to the needs of the qualified individual with disabilities.
- Ensure that services are accessible to and readily usable by individuals with disabilities.
- Make reasonable modifications to policies, practices, and procedures to avoid discrimination on the basis of disability, unless it would result in a fundamental

alteration of the program or services or impose an undue financial or administrative burden.

- Publish Transdev's non-discrimination notice that indicates:
 - Transdev does not discriminate on the basis of disability
 - Steps to contact Transdev's Compliance Officer if a qualified individual with disabilities feels they have been discriminated against because of their disabilities
 - Information about the grievance procedures
- Provide qualified individuals with disabilities an opportunity to request auxiliary aids or service for effective communication, at no additional cost, where necessary to afford an equal opportunity to participate in services
 - Examples of auxiliary aids include (but not limited to):
 - Qualified Interpreter
 - Relay services
 - Large or Raised printed materials
 - Pad and pencil
 - Access to self-service applications
 - Email/Fax request
 - ADA accessible website
 - Escort traveling with client
 - Accessible vehicles
 - Service Animal
 - Door to door services

Complaints and Grievances:

An individual who believes they have been subjected to discrimination on the basis of disability may by themselves, or by an authorized representative, file a complaint using Transdev's grievance procedure or by contacting the 504/ADA coordinator within thirty [30] days of the incident. If this does not satisfactorily resolve the issue, qualified individuals may appeal the decision. Submit appeals within fifteen [15] days of the decision. Appeals should be addressed to the 504/ADA Coordinator.

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