



Accessibility Policy

Date Prepared: October 2013

Date Revised: October 2014

POLICY

Powerbevev Inc. (hereafter known as Powerbevev) will endeavour to provide its goods and services in a way that respects the independence and dignity of all persons and encourages integration and quality of opportunity. Powerbevev is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access services. This includes customers, suppliers and team members and is very much part of our commitment to a diverse and inclusive workplace.

In June, 2005 the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians. Powerbevev's Accessibility Policy is consistent with the AODA, 2005 and the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

PURPOSE

The purpose of this policy and any modification hereof, is to outline practices and procedures in place at Powerbevev to help identify and remove barriers that impede a person's ability to access to our services. Our intention is to respect and promote the dignity, independence, integration and equal opportunity for people with disabilities.

RESPONSIBILITY

The Senior Management Team and Human Resources will ensure this policy is implemented and followed. All managers with direct reports will also be responsible for ensuring that this policy is followed.

SCOPE

This policy applies to all Powerbevev team members (part-time, full-time, and contractors).

DEFINITIONS

Assistive Devices:

Assistive devices are supports made available to customers, such as, real-time captioning services (on-screen typing of what speakers are saying), sign language interpreters or deaf-blind interveners, Telephone Teletypes (TTY) to communicate with clients who are deaf, hard of hearing, have speech impairments or are deaf-blind.

Disability:

According to the Ontario *Human Rights Code*, a "disability" is defined as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



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- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

The definition includes disabilities of different severity, visible as well as non-visible disabilities.

Personal Assistive Devices:

For the purpose of this policy, personal assistive devices are personal supports used by persons with disabilities that enable them to carry out the activities of daily living. Power-mobility devices (power wheelchairs or scooters) are regarded as personal assistive devices.

Service Animals:

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Support Person:

A "support person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, family member or friend.

PROCEDURE

Powerbev will endeavour to identify and remove barriers to access for people with disabilities. To do so, Powerbev will permit personal assistive devices and the use of service animals and support persons. Powerbev will provide assistive devices where reasonable and necessary. In addition, Powerbev will train team members about key principles and accessibility strategies to ensure that communication with persons with disabilities is respectful and done in a manner that takes into account such persons' disabilities.

SERVICE DISRUPTIONS

In the event of a temporary disruption at the office, reasonable steps will be taken to advise persons with disabilities who might be affected by the disruption. In particular, Powerbev will identify the reason for the disruption, its expected duration, and a description of alternate services or facilities. The notice will be placed in an obvious location on the premises.



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TRAINING

Powerbeve will provide training to all employees and others who deal with the public or third parties on our behalf on:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirement for the Customer Service Standard;
- The purpose and requirements of Powerbeve's Policy, including any changes or updates to the Policy or any of the practices and procedures noted herein;
- How to interact with customers with various kinds of Disabilities, as well as their Service Animals, Guide Dogs and/or Support Persons;
- What to do if a person with a disability is having difficulty accessing Powerbeve's goods or services.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Powerbeve provides goods or services to people with disabilities may do so by email, in-person, or in writing to:

Powerbeve Inc.

210 Ambassador Drive
Mississauga, ON
L5T 2J2

Phone: 1-866-882-8448 or 905-670-5560

Email: energy@powerbeve.com

If any of the above methods of communication are not suitable, guests may request another method. Privacy will be respected at all times. All feedback will be directed to Human Resources. Human Resources will confirm our receipt of such feedback and will provide a response as soon as reasonably possible. We will endeavour to provide such a response in a manner that is accessible to the complainant.

AVAILABILITY OF DOCUMENTS ON CUSTOMER SERVICE

All documents that detail Powerbeve's Accessibility policies and procedures will be posted, as deemed appropriate, and made available upon request.

Powerbeve will make every effort to make the information available to persons with disabilities in a format that take into account their disability.

MODIFICATIONS TO/QUESTIONS ABOUT THIS POLICY

This Policy, or part thereof, may be modified from time to time. Any questions regarding this policy should be directed to Human Resources.