



Powerbev Inc. Multi-Year Accessibility Plan

This 2014 - 2021 accessibility plan outlines the policies and actions that Powerbev Inc. (Powerbev) has and will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Powerbev is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Devices

We will ensure that all Powerbev team members are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services.

Communication

All Powerbev team members are committed to communicating with people with disabilities in a way that takes their disability into account.

Service Animals

Powerbev welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

Powerbev welcomes people with disabilities who are accompanied by a support person.



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Activities to Date

- Created an AODA Customer Service Policy and Accessibility Plan to identify and address any barriers
- Posted the original policy and plan on our website
- Trained existing team members on AODA requirements and created a plan to train new team members going forward
- Installed wheelchair accessible washrooms
- Installed wide doorways and aisles
- Installed a wheelchair ramp and an automatic door at the front of the building
- Designated accessible parking
- Upgraded our website to ensure compliance with the current requirements
- Posted the updated policy and Multi-Year Plan on our website
- Addressing any public or customer requests in a timely and appropriate manner
- Committed to fair and accessible employment practices by accommodating reasonable requests during the recruitment and assessment processes and when people are hired
- Created a Return to Work procedure for team members who report a non-occupational disability
- Committed to developing and implementing individual accommodation plans and return-to-work policies
- Committed to using accommodating performance management, career development and redeployment processes
- Committed to preventing and removing other accessibility barriers when identified

Accessible Emergency Information

Powerbev is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide team members with disabilities with individualized emergency response information when necessary.



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Training

Powerbev has provided training to all existing team members and will continue to train new team members 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;
- An overview of the Integrated Accessibility Standards
- The purpose and requirements of Powerbev'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; and
- What to do if a person with a disability is having difficulty accessing Powerbev's goods or services.

Information and communications

Powerbev is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Feedback Process

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

Powerbev Inc.

210 Ambassador Drive

Mississauga, ON, L5T 2J2

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

Email: energy@powerbev.com

If any of the above methods of communication are not suitable, customers 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.

Powerbev will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Continue to monitor the yearly requirements and update our website accordingly
- Continue to consult with people with disabilities to determine their information and individual needs and work to remove all barriers in a timely manner
- Review any and all customer feedback relating to accessibility



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Employment

Powerbev is committed to fair and accessible employment practices. In our job postings, we have notified the public and team members that, when reasonably requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Individuals wishing to apply to positions at Powerbev are able to apply by telephone, email, in-person, or in writing to:

Powerbev Inc.

210 Ambassador Drive

Mississauga, ON, L5T 2J2

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

Email: work@powerbev.com

Powerbev will continue to commit to individual accommodation plans and return-to-work policies for team members that have been absent due to a disability.

- Work with the team member to identify their individual barriers and to develop solutions that meet their unique needs

Powerbev will continue to commit to ensure the accessibility needs of team members with disabilities are taken into account if is using performance management, career development and redeployment processes.

- Work with the team member to identify their individual barriers and to develop solutions that meet their unique needs

Powerbev will continue to commit to preventing and removing other accessibility barriers identified.

- Continue to treat all people in a way that allows them to maintain their dignity and independence and ensure that accessibility is at the forefront of all initiatives by instilling it into our company culture
- Continue to consult with people with disabilities to determine their information and individual needs and work to remove all barriers in a timely manner

For More Information

For more information on this accessibility plan, please contact at:

Phone: 905-670-5560

Email: energy@powerbev.com