	<b>SUBJECT:</b> <b>Accessible Customer Service Plan</b>	<b>SECTION:</b> OHS  <b>POLICY NO.</b> CRP-003
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**1. PURPOSE**

1.1. Anaergia Inc. (hereinafter referred to as “Anaergia”) is committed to providing exemplary service to all of our customers in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C. 11 (the “AODA”) and Ontario Regulation 429/07 (the “Customer Service Standard”)

**2. SCOPE**

2.1. This policy applies to all Anaergia employees, businesses and subsidiaries in Ontario, Canada.

**3. PRINCIPLES**

3.1. Anaergia is committed to providing accessible customer service to persons who have disabilities. Anaergia will make reasonable efforts to ensure that this Policy and related practices and procedures are consistent with the following principles as prescribed in the Customer Service Standard.

- (a) We will provide goods or services in a manner that respects the dignity and independence of the persons with disabilities.
- (b) We will provide integrated services to persons with disabilities wherever possible and will provide alternate measures where necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- (c) We will provide equal opportunity to persons with disabilities to obtain, use and benefit from the goods or services.


**4. Providing Goods And Services to People with Disabilities**

**4.1. Assistive Devices**

Persons with disabilities shall be permitted to obtain use or benefit from goods or services through the use of their own assistive devices. Anaergia’s employees, agents and third parties will be trained to ensure that they are familiar with various assistive devices that may be used by customers with disabilities while accessing services.

In the event that a person with a disability is hindered from accessing any goods or services offered, Anaergia will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.

Anaergia will train employees, agents and third parties on how to use any assistive devices that are available at the office for customers. Anaergia will also train employees, agents and third parties to inform customers of the assistive devices that are available.

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4.2. **Communication**

When communicating with persons with a disability, Anaergia will take into account the particular individual's needs and circumstances. Anaergia employees, agents and third parties who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that Anaergia provides responsive and effective communication. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

4.3. **Telephone Service**

Anaergia is committed to providing fully accessible telephone service to our customers. Anaergia will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, Anaergia will be available to communicate in writing, by e-mail, by fax or by other electronic means.

4.4. **Billing**

Anaergia is committed to providing accessible invoices and, upon request, our invoices will be provided in alternative formats. Anaergia will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4.5. **Service Animals**

Anaergia is 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. If a service animal is excluded by law, Anaergia will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from Anaergia's services where possible.


Anaergia will train employees on how to interact with customers who are accompanied by service animals.

4.6. **Support Persons**

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by Anaergia with his or her Support Person. Anaergia will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support Person.

4.7. **Notice of Temporary Disruption**

Although Anaergia is aware that the operation of its services and facilities is important to its customers and that person with disabilities rely on certain services and facilities

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provided by Anaergia, temporary disruptions in services and facilities may occur from time to time.

Anaergia will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services that persons with disabilities may rely on. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available.

Anaergia may not be able to give advance notice in case of an emergency disruption.

#### 4.8. **Training for Employees**

Anaergia will ensure that all persons to whom this policy applies receive training as required by the AODA Customer Service Standard Training. Further, training shall be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times. In addition, training will be provided on a continuous basis to all newly hired employees of Anaergia as part of our onboarding process.


Training will include the following:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- Training on how to use equipment or assistive devices available at the office or otherwise provided by Anaergia that may help with the provision of goods or services to a person with a disability;
- Training on what to do if a person with a disability is having difficulty in accessing Anaergia's goods and services; and
- Training on Anaergia's current policies, practices and procedures relating to the Customer Service Standard.

Anaergia will keep records of the training provided, including the dates on which training was received and the names and number of participants.

#### 4.9. **Feedback Process**

Anaergia welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Anaergia will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All customers can submit feedback or questions to 905 766 3333 or by email at [info@anaergia.com](mailto:info@anaergia.com)

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**4.10. Notice of Availability**

This policy and any corresponding practices and procedures will be made available to any person upon request. Anaergia shall post notice of the availability of these documents in a conspicuous place at our premises and on Anaergia’s website.

**4.11. Format of Documents**

Upon request, Anaergia shall provide this Policy and any other forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

**4.12. Modifications to this or other Policies**

Anaergia is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All of Anaergia’s policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

**4.13. Additional Obligations**

Anaergia recognizes that the AODA does not replace or supersede the Human Rights Code, R.S.O. 1990, c H.19 (the “Code”)

**DOCUMENT REVISION HISTORY**

Revision	Date	Description	Author	Approved	Signature
1.0	November 18, 2014	Original	Sarah Evans	Diana Benedek	<i>Diana Benedek</i>