

Accessibility Standards for Customer Service

1. PURPOSE AND POLICY STATEMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

The Accessibility Standards for Customer Service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at Consolidated Energy Solutions, Inc. strive to provide an accessible customer service experience. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. APPLICATION

The Policy applies to all persons who, on behalf of Consolidated Energy Solutions, Inc., deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

The Policy also applies to all persons responsible for the development, implementation or oversight of Consolidated Energy Solutions, Inc. policies, practices and procedures.

3. DEFINITIONS

- i. ***Accessibility Report*** – The report required to be filed pursuant to section 14 of the Act.
- ii. ***Assistive Device*** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. ***Disability*** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.
- iv. ***Guide Dog*** - A guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.
- v. ***Service Animal*** - An animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- vi. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.
- vii. **“We”, “Our” and “Staff”** means Consolidated Energy Solutions, Inc. and its employees, volunteers, agents and contractors.

4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability should be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
- iv. **Independence** – Goods and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first attempting to get the permission of the person with a disability.

5. IMPLEMENTATION

Consolidated Energy Solutions, Inc. has created an Accessibility Committee responsible for:

- i. Developing and implementing policies, practices and procedures aimed at providing accessible goods and services to persons with a disability.

- ii. Developing and implementing an accessibility training program as required by the Standard.
- iii. Developing and implementing a feedback procedure as required by the Standard.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Policies, Practices and Procedures

Consolidated Energy Solutions, Inc. shall make all reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its goods and services to the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

II. Communication

Consolidated Energy Solutions, Inc. strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

III. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

IV. Accessibility at Our Premises

We offer the following facilities and services at each Consolidated Energy Solutions, Inc. location to which the Policy applies to enable persons with a disability to obtain, use or benefit from our goods and services:

Chairs in a waiting area are provided as well as extra lighting for the visually impaired.

V. Service Animals

Persons with a disability may enter premises owned and/or operated by Consolidated Energy Solutions, Inc. accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

If a Guide Dog or Service Animal must be excluded by law, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

VI. Support Persons

A person with a disability may enter premises owned and/or operated by Consolidated Energy Solutions, Inc. with a Support Person and have access to the Support Person while on the premises.

Consolidated Energy Solutions, Inc. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Consolidated Energy Solutions, Inc. occasionally holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged.

VII. Notice of Temporary Disruptions

Consolidated Energy Solutions, Inc. will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the Consolidated Energy Solutions, Inc. website.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

7. TRAINING AND RECORDS

Consolidated Energy Solutions, Inc. will provide training, and ongoing training as required under the Standard, to all persons to whom this Policy applies.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

B. Timing of Training

Consolidated Energy Solutions, Inc. will ensure training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties. On-going training will occur as changes are made to policies, procedures and practices and as new individuals assume the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard

8. FEEDBACK PROCEDURE

A. Receiving Feedback

Consolidated Energy Solutions, Inc. welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. In person at 250 Merton Street, Toronto.
- ii. By telephone at 866-706-2647.
- iii. In writing to 200-1920 Yonge St., Toronto ON M4S 3E2.
- iv. Electronically to myramoskoff@cesinc.ca or on disk.

B. Responding to Feedback

Where possible, we will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstances we will respond to the complaint as soon as is practicable.

Further information regarding Consolidated Energy Solutions, Inc. process for receiving and responding to feedback can be found on Consolidated Energy Solutions, Inc. website at <http://cesinc.ca/>.

9. DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on Consolidated Energy Solutions, Inc. website and at a conspicuous place at each premise to which this Policy applies.

10. FORMAT OF DOCUMENTS

Consolidated Energy Solutions, Inc. will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

11. QUESTIONS ABOUT THIS POLICY

For more information about the Policy or for questions regarding Consolidated Energy Solutions, Inc. policies, practices and procedures for accessible customer service please contact:

Myra Moskoff

Controller

866-706-2647 x. 218