

Statement of organizational commitment

Polaron Solartech Corp. is committed to ensuring equal access and participation for all customers, including people with disabilities. These obligations are spelled out clearly in the Ontario Human Rights Code, the *Ontarians with Disabilities Act (ODA), 2001* and the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles to ensure that the provision of goods and services will be completed in an accessible manner.

Training will be provided as appropriate to the duties of the employees, volunteers and other persons who provide goods and services, and will include:

- A review of the:
 - purpose of the AODA
 - Requirements of the Accessibility Standards for Customer Service Regulation and the standards referred to in the Integrated Accessibility Standards Regulation that impact on the delivery of government services.
 - Ontario Human Rights Code as it pertains to persons with disabilities.
 - Ontario Government policies, practices and procedures on the provision of services to persons with disabilities.
- Instruction on:
 - How to interact and communicate with persons with various types of disabilities.
 - How to interact with persons with disabilities who use assistive devices or require the assistance of service animals or support persons.
 - How to use assistive communication devices and other assistive devices available on the provider's premises.
 - What to do if a person with a disability is having difficulty accessing goods and services.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Service animals

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

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Polaron Solartech Corp. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Polaron Solartech Corp will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Polaron Solartech Corp will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Feedback process

Polaron Solartech Corp. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers can provide feedback by writing to sales@polaronsolar.com or by telephone at 647-557-1207. The feedback will be directed to our human resources person who will respond to the feedback in prompt manner.

Polaron Solartech will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.