



## **RESCo Energy Inc. Accessibility Policy and Multi-Year Plan**

RESCo Energy Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting our obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), by removing and preventing barriers to accessibility for our customers and employees wherever possible and in a timely manner.

RESCo Energy Inc. has developed a multi-year plan and accessibility policy which outlines our strategy to remove and prevent barriers and meet our requirements under the AODA. Any changes to this multi-year plan and accessibility policy will be developed in accordance with consultations with individuals with disabilities and those who face accessibility barriers.

### **Accessibility Policies for Customer Service**

#### **Communication:**

RESCo Energy Inc. is committed to meeting the communication needs of people with disabilities, and ensuring that their dignity and independence is maintained. Representatives of RESCo Energy Inc. will meet the communication needs of people with disabilities by communicating in ways that are accessible and consider their disability.

#### **Assistive Devices:**

RESCo Energy Inc. will ensure that our staff is trained and familiar with any assistive devices we have in our offices that may be used by customers with disabilities while accessing our goods or services.

#### **Service Animals:**

RESCo Energy Inc. will ensure that service animals are provided access to the parts of our premises that are open to the public.

#### **Support Persons:**

RESCo Energy Inc. will facilitate access for people with disabilities, by providing access to support persons accompanying them on our premises.

#### **Notice of Temporary Disruption:**



Although our offices are not open to the general public, RESCo Energy Inc. will ensure clients who are invited on our premises are made aware in advance of any planned or unexpected disruption to services or facilities for customers with disabilities.

### **Accessibility Policies for Employees**

#### **Training:**

##### ***Ongoing Commitment***

RESCo Energy Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Training will include:

- An overview of the AODA and the requirements of the customer service standard
- RESCo Energy Inc.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing RESCo Energy Inc.'s goods and services

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.

#### **Employment:**

##### ***Ongoing Commitment***

RESCo Energy Inc. will notify employees, potential hires, and the public that accommodations can be provided during recruitment and hiring processes.

We will notify staff that supports are available for those with disabilities, and will implement 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.



**Feedback Process:**

Customers who wish to provide feedback on the way RESCo Energy Inc. provides goods and services to people with disabilities can do so verbally or via email.

They may call 905-671-3971 and ask for the "Human Resources" department or email [human.resources@flynncompanies.com](mailto:human.resources@flynncompanies.com).

All feedback, including complaints, will be sent to Human Resources for review and to determine what action might be required. Customers can expect to hear back within one week.

**Modifications to this or other policies:**

Any policy of RESCo Energy Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.