
POLICY

**Accessible Customer Service Plan
Providing Goods and Services to People with Disabilities**

Iris Power LP is committed to excellence in serving all customers including people with disabilities. This plan will provide the provisions of how Iris Power LP will ensure compliance with the Accessibility Standards for Customer regulation enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA").

Assistive devices

We will ensure that our staff members 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 or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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.

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. We will notify customers of this through a notice posted on our premises and stated on our website at www.irispower.com.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (for example: designated parking), Iris Power LP 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.

The notice will be placed at:

- Front entrance door of 3110 American Drive, Mississauga, ON
- On our website at www.irispower.com in the 'Contact Us' section

Training for Staff

Iris Power LP will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- **Technical Support Specialist**
- **Sales Representative**
- **Contract Administrator**
- **Scheduling Coordinator**
- **Field Service Administrator**
- **Field Service Specialist**
- **Buyer**
- **Shipping & Logistics Coordinator**
- **Receiver**
- **Production Expeditor**
- **Manager**
- **Supervisor**

This training will be provided to staff on their hire date during new-hire orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service
- Iris Power LP'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 Iris Power LP's goods and services
- Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Iris Power LP provides goods and services to people with disabilities can provide feedback by any of the following methods:

- Via our website at www.irispower.com
- By email at aoda@irispower.com
- In person at our location, 3110 American Drive, Mississauga, ON
- By phone at 905-364-4558

All feedback, including complaints, will be directed to our Human Resources Department and will be responded to within thirty (30) days. Complaints will be addressed according to our organization's regular complaint management procedures.

Notice of availability

Iris Power LP will notify the public that our policies are available upon request by indicating so on our website in the 'Contact Us' section, and under the 'AODA' subsection.

Modifications to this or other policies

Any policy of Iris Power LP that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.