



Accessible Customer Service Policy

Purpose

Green Infrastructure Partners Inc. is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“**AODA**”).

Accessible customer service is about understanding that people with disabilities may have different needs and finding the best way to help them access goods and services. GIP is committed to providing customer service to persons with disabilities in a manner that:

- Respects their dignity and independence
- Is integrated as fully as possible into the method of service delivery
- Ensures reasonable efforts are made to provide an opportunity equal to that offered to other customers to obtain or use our goods or services
- Allows persons with disabilities to benefit from the same services, in the same place, and in a similar way as other customers, i.e. equality of outcome
- Considers the person’s disability and is sensitive to an individual’s needs
- Is responsive by delivering service in a timely manner, considering the nature of the service and the specific accommodation required

Scope

This policy applies to Green Infrastructure Partners Inc. and its affiliates and subsidiaries anywhere in the province of Ontario (collectively “**GIP**”).

Definition of Disability

Disabilities come in many different forms, sometimes visible and sometimes invisible. A Disability as defined in the AODA includes:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- A condition of mental impairment or developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability of which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Communication

GIP will communicate with people with disabilities in ways that respects their disability.

Assistive Devices

GIP welcomes people with disabilities who use assistive devices to obtain, use or benefit from our goods and services in areas accessible to the public and other third parties.



Service Animals

GIP welcomes people with disabilities who are accompanied by a service animal on our premises in areas that are open to the public and other third parties.

Support Persons

GIP welcomes people with disabilities who are accompanied by a support person on our premises in areas that are open to the public and other third parties.

Notification of Temporary Disruption

GIP will make reasonable effort to provide notice in the event of a planned or unexpected disruption to facilities or services usually used by people with disabilities.

Notices will be posted at the affected location or site and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available and as applicable.

Training

GIP will provide training to all applicable employees, volunteers and others who may reasonably be expected to deal with the public or other third parties on our behalf.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements of the Customer Service Standard;
- How to interact and communicate with employees with various types of disabilities;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;
- Instructions on what to do if a person with a disability is having trouble accessing GIP's goods and services;
- GIP's policies, practices and procedures relating to the customer service standard.

Training will be provided on an ongoing basis and when changes are made to policies, practices and procedures relating to the provision of goods and services to people with disabilities.

Feedback

GIP welcomes feedback, including feedback about the way GIP provides goods and services to people with disabilities.

Feedback may be provided through the following methods:

- Email: accessibility@gipi.com
- Phone: 416-633-9670
- Mail: 949 Wilson Ave, Toronto, ON M3K 1G2

GIP will investigate and respond to all complaints relating to the provision of services to people with disabilities in a timely and objective manner.



Modifications to this or other policies

GIP reserves the right to amend this policy at any time with appropriate consideration given to the impact on people with disabilities.

Questions about this policy

Questions about this policy can be directed to accessibility@gipi.com or by calling 416-633-9670.