



ACCESSIBILITY POLICY

The Solar Group Inc. (“Solar” or the “Company”) strives to provide its services in a way that respects the dignity and independence of all persons, including those with disabilities.

This accessibility plan outlines the policies and actions that the Company undertakes to improve opportunities for people with disabilities, and incorporates the Company’s Accessibility Standards for Customer Service.

Statement of Commitment

The Company is committed to giving persons with disabilities the same opportunity to access our services as other clients, either in the same way or in a similar way. We are committed to providing excellent service to all clients and will take into consideration their individual needs in doing so. To that end, the Company 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 the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations (“AODA”).

Customer Service Plan

Providing Services to Persons with Disabilities

The Company is committed to excellence in providing its services to its clients, including persons with disabilities.

Assistive Devices

The Company is committed to ensuring that employees have the information and resources they need to assist those who may use assistive devices in accessing the Company’s services. Our employees can assist clients with disabilities in obtaining, using and benefiting from the services Solar offers, taking into consideration and respecting the dignity and independence of the individual.

Communication

We communicate with persons 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, unless the service animal is otherwise excluded from the area by law or where there are overriding health and safety considerations.

Support Persons

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

While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times.

Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

Notice of Temporary Disruption

The Company will provide prompt notice to the public in the event of a temporary disruption in any particular services usually used by persons with disabilities in order to obtain, use or benefit from the Company's services. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services or workarounds, if available. Such notices will be given by posting the information conspicuously at our sites or by such other method as is reasonable in the circumstances.

Training

The Company provides training to all employees and others who deal with the public or other third parties on the Company's behalf. Training will also be provided to any person who helps develop the Company's policies, practices and procedures governing the provision of services to clients or third parties.

Training will include:

- a review of the purposes and requirements of the *AODA*, including the *Accessibility Standard for Customer Service* and training on the *Ontario Human Rights Code*, as it pertains to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices that may help with providing services to persons with disabilities;

- what to do if a person with a disability is having difficulty accessing the Company's services.

Each individual who requires training will be trained as soon as practicable after he or she is assigned the applicable duties and on an ongoing basis thereafter in connection with changes to this Policy or other policies, practices and procedures governing the provision of the Company's services to persons with disabilities.

Records of training will be maintained in accordance with the requirements of the AODA.

Feedback Process

The Company welcomes feedback regarding the way the Company provides services to persons with disabilities. Such feedback may be provided by any of the following methods:

By telephone: **416-269-2288**

By facsimile: **416-269-1600**

By e-mail: **brett.sequeira@solarwindowcleaning.com**

By regular mail:

**The Solar Group Inc
2481 Kingston Road #203
Scarborough ON M1N1V4**

Attention: **Brett Sequeira**

All feedback or complaints will be directed to **Brett Sequeira**. In the ordinary course, clients can expect to hear back from the Company within seven (7) calendar days.

Obtaining Documents

Any documents required by the AODA, including this Policy, are available upon request. The Company will provide such documents, including this Policy, in a format that recognizes the disability of the person requesting it.

Kiosks

Should the Company design, procure or acquire any self-service kiosks, it will have regard to the accessibility for persons with disabilities. The Company will ensure that any employees involved in the procurement or acquisition of kiosks are apprised of the need to consider accessibility features in choosing the appropriate self-service kiosk.

Information and Communications

The Company is committed to meeting the communication needs of individuals with disabilities. When requested, the Company will consult with individuals with disabilities to determine their information and communication needs.

Existing feedback processes are also accessible to people with disabilities, upon request.

The Company ensures that all of its publicly available information is made accessible upon request. Where a request for an accessible format or for communication support(s) is received, the Company will:

- consult with the individual making the request to determine the accessibility needs and what would be a suitable format or support;
- provide the requested information in a timely manner; and
- provide the information at regular cost, if any.

The Company's existing website and all content on our website that has been posted since **13 November 2019** conforms with the Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

The Company will take the following steps to make all its internet websites, and all content posted on those sites since 13 November 2019, conform with WCAG 2.0, Level AA, by January 1, 2021:

- audit all websites and content for Level AA compliance;
- implement the necessary changes to bring the websites and web content into conformance with all applicable Level AA standards.

Employment

The Company is committed to fair, inclusive and accessible employment practices.

The Company notifies the public and individuals applying for positions that accommodations are available for people with disabilities during the recruitment and selection process. If an applicant is selected to participate in an assessment process, the Company notifies the applicant that accommodations are available upon request should the applicant have accessibility needs due to a disability. The Company will consult with the applicant to determine whether a suitable accommodation is available.

The Company advises successful applicants of its policies for employees with disabilities who require accommodation, and makes all such policies available.

Where an employee requests, the Company will consult with the employee making the request and provide or arrange for the provision of accessible formats or communications supports for: (a) information needed to perform the employee's job; and (b) information generally available to other employees.

The Company has implemented a written process for developing and documenting individual accommodation plans for employees with disabilities, including their return to work (if applicable).

When undertaking any performance management, career development and advancement and redeployment processes, the Company will ensure that the accessibility needs of its employees with disabilities are taken into account. This will include a review of any individual accommodation plans that are in place for individual employees.

Design of Public Spaces

The Company will meet the Accessibility Standards for the design of public spaces when building or making major modifications or alterations to public spaces

Service Disruptions

The Company will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, the Company will periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, the Company will take steps to correct the deficiency within a reasonable time frame.

In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

Modifications to this Policy or Other Policies

The Company will consider and take appropriate steps to modify or provide alternatives to any of its policies or practices that may have the unintended impact of failing to respect and promote the dignity and independence of persons with disabilities. The Company will continue to work hard to make its services available to all who wish to use them, including persons with disabilities.

Additional Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, do not hesitate to contact the Company by any of the following means:

By telephone: **416-269-2288**

By facsimile: **416-269-1600**

By e-mail: **brett.sequeira@solarwindowcleaning.com**

By regular mail:

**The Solar Group Inc
2481 Kingston Road #203
Scarborough ON M1N1V4**

Attention: **Brett Sequeira**