

SUBJECT: AODA – PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

DISTRIBUTION: ALL ONTARIO LOCATIONS

SCOPE

This Policy applies to all offices of Innovative Steam Technologies Inc. and its subsidiaries and affiliates in the province of Ontario as well as any employees/volunteers or third-parties outside the province that interact or do business with Ontarians on IST's behalf.

PURPOSE

IST is committed to ensuring our policies, practices and procedures are consistent with the principles of the Accessibility for Ontarians with Disabilities Act (AODA) and using reasonable effort, IST endeavors to provide each person with independence, dignity, integration and equal opportunity.

POLICY

3.0 Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by any individuals with disabilities while accessing our goods or services in areas accessible to the public. We will allow/accommodate the use of these devices on our premises. Should an assistive device cause a safety concern, we will work with the EHS Advisor to accommodate the individual to the best of our abilities.

3.1 Communication

We will communicate with people with disabilities in a manner that take into account their disability. Where an employee, visitor, client, caller or customer to the business has specific requirements for alternate means of communication and requests that alternate forms of communication be used, we will use reasonable efforts to accommodate the request in a manner that allows proper and courteous communication. This may include, but is not limited to communication in writing, by e-mail, communication by telephone, reading information to the person or providing large font written communications. Where we are unable to supply the communication in a format that meets the person's needs, an explanation will be provided to the disabled person giving the reasons why the person's communication needs cannot be accommodated.

3.2 Service animals

We welcome people with disabilities and their service animals. Service animals are allowed in areas that are open to the public. Where the service animal is a breed that is restricted by the province or municipality, the provisions of the Provincial or Municipal law will prevail.

3.3 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. Where a person utilizes a Support Person and confidential information must be discussed, the person with the disability will be asked to consent to the presence of the Support Person during discussion.

3.4 Notice of temporary disruption

3.4.1 In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, IST will notify customers promptly. This clearly posted notice will include

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information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

3.4.2 The notice will be placed at the affected location or site.

3.5 Training for staff

3.5.1 IST will provide training to employees, volunteers and others who may reasonably be expected to deal with the public or other third parties on their behalf.

3.5.2 This training will be provided to staff within three months from their date of hire.

3.5.3 Training will include:

3.5.3.1 An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

3.5.3.2 IST's accessible customer service plan

3.5.3.3 How to interact and communicate with people with various types of disabilities

3.5.3.4 How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

3.5.3.5 How to use the equipment aiding accessibility available on-site or otherwise how to assist providing goods or services to people with disabilities when such equipment is not available

3.5.3.6 What to do if a person with a disability is having difficulty in IST's goods and Services

3.5.3.7 Human Rights code and how it relates to persons with disabilities

3.5.3.7 Sections of the IASR applicable to employees role within the company

3.5.4 Staff will also be trained when changes are made to our accessible customer service plan.

We will keep records of all training, including dates of training and acknowledgments (in various forms) of all those who have completed it.

3.6 Feedback process

Customers who wish to provide feedback on the way IST provides goods and services to people with disabilities can do so:

1) By telephone: 519-740-0757 through the HR Department

2) Electronically: HR@otsq.com

3) In writing to:

Human Resources
Innovative Steam Technologies Inc.
549 Conestoga Blvd.
Cambridge, ON N1R 7P5

4) In person: Through Reception at our head office address (same as mailing address above).

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Customers can expect to hear back in seven business days from the day of receipt of feedback. Complaints will be addressed according to our organization’s regular complaint management procedures.

3.7 Modifications to this or other policies

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