

Live Electric's Accessibility Policies

I. Purpose

The purpose of this Policy and associated procedures is to provide a framework for breaking down barriers and increasing accessibility for persons with disabilities in the areas of information, customer service, communications, and employment in accordance with the Accessibility for Ontarians with Disabilities Act ("AODA") and the Integrated Accessibility Standards Regulation ("IASR").

II. Scope

1. This Policy applies to all employees and all persons who have authority to act on behalf of Live Electric.
2. Nothing in this Policy diminishes in any way, Live Electric's legal obligations with respect to persons with disabilities which are otherwise imposed by law.

III. Objective

The objectives of this Policy are to:

1. Ensure compliance with the AODA and IASR.
2. Provide transparency on how Live Electric provides accessibility for persons with disabilities in its customer service activities;
3. Guide decision-making and actions by Live Electric employees in relation to customer services provided to persons with disabilities, by identifying principles and requirements to be followed in such decision-making and actions; and
4. Identify the accountability structure at Live Electric for developing, undertaking, and monitoring accessible customer service activities.

IV. Policy Content

1. Policy Statement

Live Electric is committed to meeting its obligations to meet the accessibility needs of persons with disabilities in a timely manner in accordance with the AODA and the IASR.

2. Accessibility Plan and Policy

Live Electric shall maintain a Multi-Year Accessibility Plan and this Policy in accordance with the IASR. These documents shall be publicly available on Live Electric's website, and provided in an accessible format and with communications support for persons with disabilities upon request.

3. Training

Live Electric will provide training to all employees in accordance with the requirements set out in the IASR.

5. Information and Communications

1. Feedback

Live Electric will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities in accordance with the IASR.

2. Accessible Formats and Communication Supports

Live Electric shall provide or arrange for accessible formats and communication support for persons with disabilities upon request in accordance with the requirements of the IASR.

3. Accessible Websites and Web Content

Live Electric's websites and web content shall conform to the requirements under the IASR, except where not practicable to do so.

6. Employment Standards

Live Electric will meet all requirements with respect to accessible employment standards under the IASR in a timely manner in accordance with associated procedures.

7. Customer Service

1. Customer Service Principles

The following general principles shall guide Live Electric in its provision of services to members of the public and other third parties:

- a. Live Electric services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- b. The provision of services to persons with disabilities and others shall be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable persons with disabilities to obtain, use or benefit from Live Electric services; and
- c. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use, and benefit from Live Electric services.

2. Communication

Live Electric shall communicate with persons with disabilities in ways that take into account their disabilities.

3. Telephone Services

Live Electric shall provide a fully accessible telephone service to members of the public and other third parties with disabilities accessing customer services from Live Electric.

4. Assistive Devices

Live Electric shall facilitate service to persons with disabilities who use assistive devices to obtain, use, or benefit from Live Electric services.

5. Use of Service Animals

Live Electric shall permit persons with disabilities who are accompanied by a service animal to bring such service animals to parts of Live Electric premises that are open to the public, and to keep the service animal with him or her at all times, unless the animal is excluded from the premises by another law.

In accordance with Live Electric's associated procedures, if a service animal is excluded by law from the premises, the Live Electric shall ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from Live Electric's services.

6. Use of Support Person

Any person with a disability who is accompanied by a support person to Live Electric's premises that are open to the public will be allowed to enter with his or her support person.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on any Live Electric premises open to the public.

7. Notice of Temporary Disruption

In accordance with associated procedures, members of the public and other third parties will have access to notice in the event of a disruption to the services and/or state of Live Electric facilities that would affect the ability of persons with disabilities to access Live Electric's services.