

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Greentec is committed to excellence in serving all customers including people with disabilities.

Communication

We will communicate with people with disabilities in ways that consider their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Assistive Devices

Persons with disabilities are permitted to use their own assistive devices where it is safe to do so, for the purpose of obtaining, using, or benefiting from our goods and services. If a physical, technological, or other type of barrier exists that prevents the use of an assistive device we will first endeavour to remove that barrier. If the barrier cannot be removed, we will ask that person how they would like to be accommodated and what alternative methods of service would be more accessible to them. We will make every effort reasonable to provide an alternate means of assistance to the person with a disability.

Billing/Correspondence Etc.

We are committed to providing accessible correspondence to all of our customers. For this reason, correspondence including invoices/contracts etc. will be provided in the following formats upon request: hard copy, large print, e-mail, etc. We will answer any questions customers may have about the content of the correspondence in person, by telephone or e-mail.

Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and allowable by governing regulations. Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation.

Training

We will also ensure that all staff who deals with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises 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 our premises. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

Notice of Temporary Disruption

Greentec will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances.

Feedback

The ultimate goal of Greentec is to meet and surpass customer expectations while providing our products and services to people with disabilities. Questions and/or feedback regarding how well those expectations are being met are welcome and appreciated and can be provided via the following methods to:

Human Resources

Greentec

95 Struck Court

Cambridge, Ontario

N1R 8L2

Via email: info@greentec.com

Via phone: 519-624-3300

Alternate method of accessible formats and communication supports are also available upon request. Feedback comments and/or questions will be reviewed on an individual basis. Response to feedback and request for accessible format will be provided within 14 days of receipt.

Accessible Emergency Information

Greentec is committed to providing the customers and clients with publicly available emergency information in an accessible format upon request. Employees with disabilities will be provided an individualized emergency response plan and information where necessary.

Revision 3 - March 18, 2025