

# ABSOPULSE ELECTRONICS LTD

## INTEGRATED ACCESSIBILITY STANDARDS MULTI YEAR PLAN AODA 2023-2028

**ABSOPULSE Electronics Ltd. (ABSOPULSE)** is committed to treating all people in a way that allows them to maintain dignity and independence while providing equal opportunity and integration. We are committed to meeting the accessibility 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 (AODA), and the Integrated Accessibility Standards Regulation (IASR). This multi-year accessibility plan outlines the policies, strategy, and actions we take to meet our obligations under the AODA and IASR.

### Part I: General Requirements

Section	Requirement	Description	Actions/Steps	Responsibility	Status/Date
3	Accessibility Policies	Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	ABSOPULSE Electronics has an Accessibility Policy which includes its general commitment to meet the accessibility needs of persons with disabilities. This policy is available at our website at <a href="https://absopulse.com/accessibility/">https://absopulse.com/accessibility/</a> and in accessible format upon request.	Management	Compliant
4	Accessibility Plans	Organizations shall: a) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request, and c) review and update the accessibility plan at least once every five years	ABSOPULSE Electronics' Integrated Multi-Year Accessibility Plan is available at our website at <a href="https://absopulse.com/accessibility/">https://absopulse.com/accessibility/</a> and in accessible format upon request. The plan will be reviewed every five years.	Management	Compliant

## Part I: General Requirements

Section	Requirement	Description	Actions/Steps	Responsibility	Status/Date
7	Training	<p>(1) Every obligated organization shall ensure that training is provided on the requirements of accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>a) all employees, and volunteers,</p> <p>b) all persons who participate in developing the organization's policies;</p> <p>c) all persons who provide goods, services, or facilities on behalf of the organization.</p>	<p>We are committed to providing training on customer service and the Ontario Human Rights Code as it pertains to persons with disabilities.</p> <p>We will train:</p> <p>a) all employees, and volunteers,</p> <p>b) all persons who participate in developing the organization's policies.</p> <p>We train every new employee as soon as practicable and provide training with respect to any changes to the policies.</p> <p>We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. (Training Matrix document)</p>	Management	Ongoing. May 31, 2023

## Part II: Information and Communications Standards

Section	Requirement	Description	Action	Responsibility	Status/Date
11	Feedback	(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Feedback may be provided at the Accessibility page on our website at: <a href="https://absopulse.com/accessibility/">https://absopulse.com/accessibility/</a> The feedback process permits persons with disabilities to provide feedback by telephone, in writing by mail, or by email.	Management	Compliant October 21, 2021
12	Accessible Formats & Communication Supports	(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) that is no more than the regular cost charged to other persons. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Upon request, we provide or arrange for the provision of accessible formats and communication support in a timely manner at a cost that is no more than the regular cost charged to others. We consult with the person making a request for an accessible document to determine a format that best suits their needs. Accessible formats and communication support required may be requested by using one of the methods listed in the Feedback section of the accessibility page of our website at: <a href="https://absopulse.com/accessibility/">https://absopulse.com/accessibility/</a> These include email, telephone, or by letter (post). Accessible formats that we provide on request include HTML and MS Word, large print, reading the written information aloud to the person directly, exchanging hand-written notes, or repeating, clarifying, or restating information.	Management	Ongoing Deadline for full compliance: July 31, 2023
13	Emergency Procedures, Plans, or Public Safety Info.	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Floor plans and alarms updated  Emergency and evacuation procedures Info posted on bulletin board  Materials available in accessible formats upon request  Provide individualized workplace emergency response information to employees who have a disability where necessary	Management and Maintenance	Ongoing. July 31, 2023.

## Part II: Information and Communications Standards

Section	Requirement	Description	Action	Responsibility	Status/Date
14	Accessible Websites and Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>Our website at absopulse.com adheres as closely as possible to the World Wide Web Consortium’s (W3C) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) at the AA level. Compliance with these guidelines ensures that our website is accessible to people with a wide array of disabilities, including blind people, people with motor impairments, visual impairment, and cognitive disabilities.</p> <p>Our website utilizes various technologies that are designed to make it as accessible as possible at all times. We utilize an accessibility interface that allows persons with specific disabilities to adjust the website’s user interface and design it to their personal needs.</p> <p>Additionally, our website utilizes an AI-based application that runs in the background and optimizes its accessibility level constantly. This application remediates the website’s HTML, adapts its functionality and behaviour for screen-readers used by blind users, and for keyboard functions used by individuals with motor impairments.</p> <p>We have made efforts to accommodate as many of our customers and potential customers as is reasonable given our resources and knowledge of our customers and their needs. Despite our best efforts to allow everyone to adjust our website to their needs, there may still be pages or sections that are not fully accessible, that we are in the process of making them accessible, or for which we do not yet have a technological solution to make them accessible. We are continually improving our website’s accessibility, adding, updating, and improving its features.</p>	Management	Compliant. October 21, 2021

## Part II: Information and Communications Standards

Section	Requirement	Description	Action	Responsibility	Status/Date
14	Accessible Websites and Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Our website uses third-party 'plugins' for functions such as social media and Google Maps. They might not work for every user. We do not have control over the structure of these 'plugins' and are not able to modify them to accommodate users of our website	Management	Compliant. October 21, 2021

## Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
22	Recruitment, General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	ABSOPULSE notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes on job postings on the company website at <a href="http://absopulse.com/careers/">absopulse.com/careers/</a>	Management	Ongoing. Completed July 31, 2023.
23	Recruitment Assessment or Selection Process	(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.  (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Notify applicants selected for interviews or further assessment of availability of accommodation upon request in relation to materials or processes to be used.  If selected applicant requests accommodation, consult with applicant and arrange for accommodation of applicant's accessibility needs.	Management	Ongoing. Completed July 31, 2023.

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	ABSOPULSE Electronics notifies successful applicants of its policies for accommodating employees with disabilities in offer letters, by telephone, or by email.	Management	Ongoing. Completed July 31, 2023.
25	Informing Employees of Supports	<p>(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Update new employee information brochure to include policies used to accommodate employees' accessibility needs due to disability.</p> <p>Inform employees whenever there is a change to existing policies for supporting employees with disabilities.</p>	Management	Ongoing. Completed July 31, 2023.
26	Accessibility Formats and Communication Supports for Employees	<p>(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>a) information that is needed in order to perform the employee's job; and</p> <p>b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>ABSOPULSE will consult with employees who have disabilities in order to provide them with accessible formats and communications supports they require to do their jobs effectively and be informed of information that is generally available to all company employees.</p> <p>If an employee has an individual accommodation plan, then the accessible formats and/or communications supports that will be provided to the employee will be included in the plan. (See Section 28)</p>	Management	Ongoing. Completed July 31, 2023

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
27	Workplace Emergency Response Information	<p>(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<p>ABSOPULSE will ensure that we accommodate the specific needs that employees with disabilities may have in emergency situations.</p> <p>If appropriate, we will provide individualized workplace emergency response information to employees who have a disability, designed to assist the employee.</p> <p>We will provide the information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.</p> <p>Available in accessible format upon request.</p> <p>We will review individualized workplace emergency response information if/when we review our general emergency response policies.</p>	Management	Ongoing. Completed July 31, 2023.

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
28	Documented Individual Accommodation Plans (IAPs)	<p>(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>b) The means by which the employee is assessed on an individual basis.</p> <p>c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>e) The steps taken to protect the privacy of the employee's personal information.</p> <p>f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p>	<p>ABSOPULSE will develop a written individual accommodation plan (IAP) for employees with disabilities.</p> <p>Employees requesting accommodation may participate in the development of their own accommodation plan.</p> <p>The IAP will be reviewed annually or as required.</p> <p>Accommodation plans will be based on the employee's individual needs.</p> <p>We may seek the advice of an expert, at our own expense, to determine if and how accommodation can be achieved.</p> <p>We will protect the privacy of the employee's personal information during the accommodation process.</p> <p>If requested, IAP may include any information regarding accessible forms and communication supports provided, and if required, include individualized workplace emergency response information. It shall also include any other accommodation to be provided.</p> <p>If an IAP is denied, reasons will be provided to the employee.</p> <p>If requested, IAPs may include any information regarding accessible formats and communications supports provided.</p>	Management	Ongoing. Completed July 31, 2023.

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
28	Documented Individual Accommodation Plans (IAPs)	<p>(g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>(3) Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>c) identify any other accommodation that is to be provided.</p>		Management	Ongoing. Completed July 31, 2023.

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
29	Return to Work Process	<p>(1) Every employer, other than an employer that is a small organization,</p> <p>a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>b) shall document the process.</p> <p>(2) The return to work process shall,</p> <p>a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>ABSOPULSE will develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodation to return to work.</p> <p>We will document process on steps employer and employee will take to facilitate return.</p> <p>Use IAP as part of the process.</p>	Management	Ongoing Completed July 31, 2023
30	Performance Management	<p>(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p> <p>(2) In this section, “performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>	<p>ABSOPULSE’s performance management processes consider the accommodation needs of employees with disabilities.</p> <p>Our performance management process is focused on improving employee effectiveness and facilitating employee success.</p> <p>Managers review performance and assess development needs of employees on a regular basis.</p>	Management	Compliant

### Part III: Employment Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
31	Career Development and Advancement	<p>(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p>(2) In this section, "career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>	<p>ABSOPULSE's career development and advancement processes will consider the accessibility needs of our employees who have disabilities.</p> <p>Career development plans are included in the company's training matrix for each employee.</p>	Management	Compliant
32	Redeployment	<p>(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> <p>(2) In this section, "redeployment" means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	<p>If an employee is redeployed to a different position, we will take into consideration the accessibility needs of individuals with disabilities and, if required, adjust their supports to fit their new roles.</p>	Management	Compliant

## Part IV.1: Design of Public Spaces (Accessibility Standards for the Built Environment)

Section	Requirements	Description	Action	Responsibility	Status/Date
80.21 80.22 80.24	Exterior Paths of Travel, Ramps	(1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6. Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	ABSOPULSE will adhere to the requirements of sections 80.21, 80.22, 80.24. when building new structures or making major changes to our facilities, including ramps, stairs, and rest areas.	Management and Maintenance	Compliant
80.32- 80.39	Accessible Parking	Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	Handicapped parking repainted according to the requirements of 80.34, 80.35 and 80.36.	Management and Maintenance	Ongoing. Completed July 31, 2023.

## Part IV.2: Customer Service Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
80.46	Establish Policies	1) In addition to the requirements in section 3, every provider shall develop, implement, and maintain policies governing its provision of goods, services, or facilities, as the case may be, to persons with disabilities.	ABSOPULSE has an Accessibility Standards for Customer Service Policy that incorporates the requirements in Part IV.2. regarding the provision of our railway and industrial quality power conversion solutions in a manner that respects the dignity and independence of persons with disabilities. Our primary means of interaction with our customers is through our website, by telephone and by email.	Management	Compliant
80.46	Assistive Devices	Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and on any situations where such use may not be permitted.  Policy must outline any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.	ABSOPULSE is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that staff are trained and familiar with various assistive devices that may be used by members of the public with disabilities while accessing our services. People with disabilities may use their personal assistive devices when accessing our products.  Wheelchairs are available on our premises.  In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our products, services, or facilities. This may include: a) Providing personal one on one service/interaction. b) direct the person to our website at <a href="http://www.absopulse.com">www.absopulse.com</a>	Management	Compliant

## Part IV.2: Customer Service Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
80.47	Use of Service Animals and Support Persons	<p>1) This section applies if goods, services, or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises.</p> <p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p>	<p>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 and third parties.</p> <p>When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. A regulated health professional is defined as a member of one of the following Colleges:</p> <ul style="list-style-type: none"> <li>• Audiologists and Speech-Language Pathologists of Ontario</li> <li>• Chiropractors of Ontario</li> <li>• Nurses of Ontario</li> <li>• Occupational Therapists of Ontario</li> <li>• Optometrists of Ontario</li> <li>• Physicians and Surgeons of Ontario</li> <li>• Physiotherapists of Ontario</li> <li>• Psychologists of Ontario</li> <li>• Registered Psychotherapists and Registered Mental Health Therapists of Ontario</li> </ul> <p>A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.</p> <p>Where confidentiality is important because of the kinds of information discussed, we may require the support person to sign a confidentiality agreement.</p>	Management	Compliant

## Part IV.2: Customer Service Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
80.49	Training for Staff Related to the Customer Service Standard	<p>(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> <li>2. Every person who participates in developing the provider's policies.</li> <li>3. Every other person who provides goods, services, or facilities on behalf of the provider.</li> </ol> <p>(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services, or facilities to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.</li> </ol>	<p>We are committed to providing training on customer service and the Ontario Human Rights Code as it pertains to persons with disabilities.</p> <p>We will train:</p> <ol style="list-style-type: none"> <li>1. all employees, and volunteers,</li> <li>2. all persons who participate in developing the organization's policies;</li> <li>3. Every other person who provides goods, services, or facilities on behalf of the provider.</li> </ol> <p>Training includes:</p> <ul style="list-style-type: none"> <li>• purpose of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> and the requirements of the Customer Service Standards</li> <li>• our policies related to the Customer Service Standards</li> <li>• how to interact and communicate with people with various types of disabilities</li> <li>• how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person</li> <li>• how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.</li> <li>• what to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.</li> </ul> <p>We train every new employee as soon as practicable and provide training with respect to any changes to the policies.</p> <p>We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided (Training Matrix doc.)</p>	Management	Ongoing. May 31, 2023

## Part IV.2: Customer Service Standards

Section	Requirements	Description	Action	Responsibility	Status/Date
80.50	Feedback Process	<p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16.</p> <p>(2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16.</p>	<p>A process whereby customers may provide feedback about our products, services or facilities is outlined on the Accessibility page on our website at: <a href="https://absopulse.com/accessibility/">https://absopulse.com/accessibility/</a></p> <p>The feedback process permits people with disabilities to provide feedback by telephone, in writing by mail, or by email.</p> <p>ABSOPULSE will reply to customer feedback promptly and, where feasible, take steps to remedy the cause of the complaint.</p>	Management	Compliant
80.51	Format of Documents	<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.</p> <p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.</p>	<p>Upon request, we provide or arrange for the provision of documents in accessible formats or with communication support in a timely manner at a cost that is no more than the regular cost charged to others.</p> <p>We consult with the person making a request for an accessible document to determine a format that best suits their needs.</p> <p>Accessible formats that we provide on request include HTML and MS Word, large print, reading the written information aloud to the person directly, exchanging hand-written notes, or repeating, clarifying, or restating information.</p>	Management	Compliant