

Real Tech Inc.'s Policy on Providing Goods and Services to people with Disabilities

Real Tech Inc. is committed to providing equal access to its goods and services to people with disabilities. We are committed to providing our goods and services to people with disabilities in a way that allows them to maintain their dignity and independence and to do so in a timely manner.

This policy will outline the ways in which Real Tech will provide accessible customer service and remain in compliance with the laws and requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's Accessibility laws.

Training

Real Tech is committed to training its staff in the laws and requirements surrounding Accessibility and the Human Rights Code that relate to persons with disabilities.

Real Tech will train individual employees on accessibility as it relates to their specific roles.

Information and Communication

We will communicate with people with disabilities in ways that take into account their dignity and disability. When requested, we will provide information and communication in a format that works for the individual.

Assistive Devices

People with disabilities may use their own personal assistive devices while in our facility or when accessing our customer service. Where assistive devices may be available in our facility, our staff will be trained on how to use them.

Support Persons

Real Tech welcomes people with disabilities to bring their support persons with them into our facility or while accessing our customer service.

In situations where confidential information is being discussed, the support person will be asked to sign a confidentiality agreement.

Service Animals

People with disabilities may use their service animals in our facility in all parts of our premises that are open to the public.

Employment

Real Tech is an equal opportunity employer and will work with people with disabilities during the recruitment and employment process to make the process accessible.

Real Tech will notify its employees and potential employees that accommodation and supports can be made available.

Where needed, Real Tech will provide customized emergency information and action plans to assist persons with disabilities during an emergency.

Notice of Temporary Disruption

If there is a disruption with our facilities or services that people with disabilities rely on, Real Tech will provide notice to the public via our website at www.realtechwater.com and a notice on the premise. The method of notice will be determined by the nature of the disruption.

Changes to Existing Policies

Real Tech will modify or remove any policy that does not respect or promote the dignity and independence of people with disabilities.

Feedback Process

Real Tech welcomes all feedback and encourages feedback on the way Real Tech provides accessible customer service as well.

Feedback can be received and responded to in any of the following methods:

- Via email at info@realtechwater.com
- Via phone at 1.905.665.6888 or 1.877.779.2888
- In person at 1150 Champlain Court, Whitby, ON, Canada
- In an alternative method as suggested by the person with a disability