

ABSOLUTE HOME SERVICES INC.

Accessibility Compliance Report - Public Copy

Report filed	December 22, 2023	Confirmation	ACR-100211
Business Number	839539970	Location	5025 Guelph Line, Burlington, ON L7P 0A5

Accessibility Compliance Status

Absolute Home Services Inc. submitted its Accessibility Compliance Report to the Government of Ontario on December 22, 2023. The filing confirmation states that the report indicated compliance with Ontario's accessibility laws. The report is subject to review under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Our Accessibility Commitment

We are committed to providing goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities, supports equal opportunity to access our services, and identifies, prevents and removes accessibility barriers in accordance with applicable AODA requirements.

Accessible Customer Service

We communicate with customers in ways that take accessibility needs into account. Customers may use assistive devices, service animals and support persons where permitted by law. If a service or facility normally used by persons with disabilities is temporarily unavailable, we will provide notice as soon as practicable, including the reason, anticipated duration and available alternatives, if any.

Accessible Formats, Communication Supports and Feedback

Upon request, we will provide information and communications in an accessible format or with communication supports in a timely manner, at no additional cost beyond the regular cost, if any. We will consult with the person making the request to determine a suitable format or support. Accessibility-related feedback may be provided by telephone, email, our website/contact form, in writing, online review channels or in person.

Training, Recruitment and Accommodation

Absolute Home Services provides accessibility training as required and maintains accessibility policies and procedures appropriate to our operations. We support accessible recruitment and workplace accommodation and will consult with applicants or employees who request accommodation.

Requesting the Official Report or Accessibility Assistance

The official December 22, 2023 Accessibility Compliance Report (Confirmation ACR-100211) and information about our accessibility policies are available to the public upon request. If you require an accessible format, communication support, or assistance accessing our services, please contact Absolute Home Services through our regular office telephone, email, website contact form, or in person at 5025 Guelph Line, Burlington, ON L7P 0A5. We will consult with you to determine an appropriate accessible format or communication support.

PUBLIC NOTICE: This is a public-facing summary. The official filed 2023 Accessibility Compliance Report is available upon request.