



Accessible Customer Service Plan

fischer Canada Stainless Steel Tubing Inc. (SSTI) is committed to excellence in serving all customers including people with disabilities.

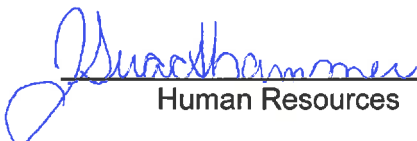
As part of the fischer Canada SSTI Accessible Customer Service Plan, employees in contact with customers on a usual basis will be familiar with various assistive devices that may be used by customers.

In fulfilling this commitment, we will take into account all disabilities and needs of service animals in all communications. Service animals are allowed into our reception area. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **fischer Canada SSTI** will make this information available through response from voicemail and email.

fischer Canada SSTI will provide accessible customer service training to employees who deal with the public. Training will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and **fischer Canada SSTI**'s plan and expectations.

Customers who wish to provide feedback on access can do so with the **fischer Canada SSTI** web site contact information. This information will be directed to Human Resources and responded to within 30 days.

Signed: 
Human Resources

Date: January 1, 2022
