

Accessible Customer Service Plan

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

As part of the **fischer Canada Stainless Steel Tubing Inc.** 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 Stainless Steel Tubing Inc.** will make this information available through response from voicemail and email.

fischer Canada Stainless Steel Tubing Inc. will provide accessible customer service training to all employees. Training will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and **fischer Canada Stainless Steel Tubing Inc.** plan and expectations.

Customers who wish to provide feedback on access can do so by phone: **519-746-0088**, or e-mail: info@fischerca.com. This information will be directed to Human Resources and responded to within 30 days.

Signed:


Human Resources

Date: December 20, 2023



Accessibility Policy

fischer Canada Stainless Steel Tubing Inc., is committed to ensuring equal access and participation for people with disabilities.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

fischer Canada Stainless Steel Tubing Inc., is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

fischer Canada Stainless Steel Tubing Inc., understands our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and training is provided to personnel.

fischer Canada Stainless Steel Tubing Inc., is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.


Human Resources

December 21, 2023

