

Falcon Fasteners
Sigma Tools & Machine Ltd

ACCESSIBLE CUSTOMER SERVICE PLAN

Accessible Customer Service Plan

This Plan has been developed by Falcon Fasteners in compliance with the Accessibility Standards for Customer Service pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”).

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OUR COMMITMENT

Falcon Fasteners is committed to excellence in serving all customers, including people with disabilities. To this end, we will work to eliminate barriers that limit equitable access to our goods and services.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

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. This includes the office and administration area only. Service animals are restricted from entering the plant or warehouse.

Support Persons

A person with a disability who is accompanied by a support person will be welcome to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities (elevators, automatic doors, accessible restrooms, etc.) we will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the entrance to the area that is temporarily inaccessible for customers with disabilities.

Training for Staff

Falcon Fasteners will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Specifically front desk reception, customer service, receiving and shipping personnel. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be provided to new staff as part of their on-boarding curriculum. Training for existing staff will take place as soon as reasonably possible.

Training will include:

- An overview of the AODA and the requirements of the customer service standard
- Falcon Fasteners plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Falcon Fasteners goods and services

Staff will be trained on any changes to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Falcon Fasteners provides goods and services to people with disabilities can provide feedback in the following ways:

- Request to speak with the manager, or the assistant manager if the manager is not available, at the location in question and provide feedback verbally, in person or by telephone;
- Provide feedback in writing via e-mail to: pfirth@falconfasteners.com or pfirth@sigmatool.com
- Contact Peter Firth at 416-751-8284 ext. 245 or in writing at 251 Nantucket Blvd. Scarborough Ontario M1P 2P2

All feedback will be acknowledged and responded to, as appropriate, within five business days.

Modifications to This or Other Policies

Any policy of Falcon Fasteners that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. In the event of a conflict between this policy and any other Falcon Fasteners policy, this policy shall prevail.

Availability of Document

We will ensure that this document is available, upon request, at each company facility and/or through our website. We will also, upon request, endeavour to make the document available in an alternate format to meet the needs of any person with a disability.