

- Title:** HR205 Accessibility for Ontarians with Disabilities Act
- Policy:** Develop a plan on how FCI will provide service to customers and suppliers with disabilities.
- Applies To:** All Ontario employees.
- Purpose:** To outline how FCI Canada will provide services to people with disabilities.
- Scope:** This procedure applies to all FCI employees, customers or suppliers in Ontario.
- Notification:** Notices will be posted on the door of the main entrance of the building, at the Reception desk and on the company's website at [www.fujitecamerica.com](http://www.fujitecamerica.com).

### **1.0 Assistive devices and Communication**

- 1.1 We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers or suppliers with disabilities while accessing our services.
- 1.2 People with disabilities may use their personal assistive devices when accessing our premises..
- 1.3 In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facility.
- 1.4 A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **2.0 Notice of temporary disruption**

- 2.1 In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, FCI Canada will notify customers and suppliers promptly. This clearly posted notice will include information about the reason for the disruption and its anticipated length of time.
- 2.2 The notice will be made publicly available at 15 East Wilmot Street, Richmond Hill, ON on the doors at the main entrance of the building.

### **3.0 Training**

- 3.1 We will provide service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our

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*Version 1.0 supersedes all previous versions of the Fujitec Canada. Inc. Employee Handbook.*

goods and services. Individuals in the following positions will be trained: main reception, branch administrator, branch manager, account managers, service supervisors and warehouse personnel.

3.2 Designated Staff in Ontario will be trained on Accessible Customer Service.

**4.0 Feedback**

4.1 Customers who wish to provide feedback can do so by sending an email to [torontoinfo@ca.fujitec.com](mailto:torontoinfo@ca.fujitec.com) or phone the Corporate office at 905-731-8681.

4.2 When feedback messages are received by the plan administrator, they will be forwarded to the plan manager upon receipt.

4.3 Feedback messages will be responded to within 10 business days.

**5.0 Accessibility standard for customer service documents**

5.1 FCI Canada, Inc. documents and the OADA Compliance Report related to accessible customer service are available upon request and we will notify the public that these documents are available by posting a notice at 15 East Wilmot Street, Richmond Hill, ON on the doors at the main entrance of the building and on the company website, [www.fujitecamerica.com](http://www.fujitecamerica.com). The e-mail address used to make a request is listed on the company website, under the Toronto location.

Revision History:

Revision	Date	Description of changes	Requested By
Creation	07/01/2014		
Revised	04/04/2024	General Content	Eric Cayouette

