

	Revised by: Elizabeth Cook	Approved By: Erwin Reidl
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## Accessible Customer Service Plan: Providing Goods and Services to People with Disabilities

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Formatop Manufacturing Company Limited is committed to excellence in serving all customers including people with disabilities.

### **ASSISTIVE DEVICES**

Formatop will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **COMMUNICATION**

Formatop will communicate with people with disabilities in ways that take into account their individual disability, always ensuring to uphold their dignity and respect.

### **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.

### **SUPPORT PERSONS**

A person with a disability who is accompanied by a support person will be allowed 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, Formatop will notify customers promptly through various forms of posted notices. These notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **TRAINING**

Formatop Manufacturing Company Limited will provide training to employees 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 goods and services. This training will be provided to staff within the first three months of being hired.

Individuals in the following positions will be trained:

- Managers
- Customer Service Representatives
- Sales Associates
- Employees involved in off-site customer deliveries

Training will include:

- An overview for the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Formatop Manufacturing Company Limited's 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.
- What to do if a person with a disability is having difficulty in accessing Formatop Manufacturing Company Limited good and services.

Staff will also be trained when changes are made to Formatop's accessible customer service plan.

## **FEEDBACK PROCESS**

Customers who wish to provide feedback on the way Formatop Manufacturing Company Limited provides goods and services to people with disabilities can do so verbally (in person or by telephone) or in writing (hand written, delivered or e-mail). All feedback, including complaints can be submitted to:

Elizabeth Cook, CHRP  
519-748-4928 ext. 230  
1548 Strasburg Road, Kitchener, Ontario N2R 1E9  
[accessibility@formatop.com](mailto:accessibility@formatop.com)

Customers can expect to hear back in 10 business days.

## **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of Formatop Manufacturing Company Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

If you have any questions regarding **Formatop's Accessible Customer Service Plan**, please contact Human Resources:

**Elizabeth Cook, CHRP**  
**Human Resources Manager**  
**(519) 748-4928 x 230**  
[elizabeth@formatop.com](mailto:elizabeth@formatop.com)