



## Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Würth Canada is committed to excellence in serving all customers including people with disabilities.

**Our goal is to ensure that the Policy and related practices and procedures are consistent with the following four core principles:**

- i. **Dignity-** Persons with a disability must be treated as valued customers who are as deserving of service as any other customer.
- ii. **Equality of Opportunity-** Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
- iii. **Integration-** Where possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer.
- iv. **Independence-** Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

As a distributor of fastening and automotive products, there is limited physical access by customers to our premises. However, to ensure access on-site at our Head Office, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

### **Assistive Devices**

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a wheelchair, walking cane or hearing aid.

We 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.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.



## **Communication**

Openly communicating and responding to our customers' needs is the key to excellent customer service. As such we will communicate with people with disabilities in ways that take into account their disability. This includes providing material in bigger font or having information being read aloud.

## **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.

Animals are considered service animals if:

it is readily apparent that the animal is used by the person for reasons related to his or her disability;

or

the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee, every effort will be made to ensure that both the health and safety rights of the employee and the accessibility rights of the customer are met. If no solution can be reached to meet both goals, the health and safety of the employee will take priority and the Company will find an alternate meeting place.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to any area within Würth Canada that is accessible to customers. Support persons are identified as such if:

it is readily apparent that the person is providing assistive support to someone with a disability;

or



the person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support person.

### **Training for Staff**

Würth Canada will provide training to employees that interact with actual or potential customers, as well as in ways to appropriately communicate with persons with disabilities. The training is part of the new hire orientation. Staff will also be trained when changes are made to the accessible customer service plan.

### **Feedback Process**

Customers who wish to provide feedback on the way Würth Canada Ltd. provides goods and services to people with disabilities can e-mail us at [hr@wurth.ca](mailto:hr@wurth.ca), call head office at 905-564-6225 or fill out the feedback form available on the company website. For those that cannot access the document online, it is available by contacting Human Resources who will provide it in the necessary format. All feedback will be directed to Human Resources. Customers can expect to hear back from HR in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

This policy, including the training and feedback process, will be reviewed annually.

This policy is available on our website and can be provided to any member of the public upon request.

Würth Canada reserves the right to change its accessibility policy without notice to the individual user or visitor. This accessibility policy is effective January 1<sup>st</sup>, 2012.

### **Modifications to this or Other Policies**

Any policy of Würth Canada Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Würth Canada will notify customers promptly. This clearly posted 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. Due to the nature of our business the foreseen planned disruption will be throughout Würth Canada's Christmas shutdown. The shutdown occurs during the last week of December.

This notice will be placed on our company website, at the front of our company's building, in addition a message will be left on our main telephone line.