



Accessible Customer Service Policy

1. What we stand for

HANSA-FLEX Hydraulics Canada Inc. stands for togetherness, responsibility, reliability, environmental awareness, development and flexibility.

2. Our commitment

In fulfilling our mission and HANSA-FLEX Code of Conduct, HANSA-FLEX Hydraulics Canada Inc. strives at all times to provide its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to Persons with disabilities

HANSA-FLEX Hydraulics Canada Inc. is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by fax, email, EDI orders if telephone communication is not suitable to their communication needs or is not available.

3.3 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, and fax.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail or fax.

4. Use of service animals and support persons

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with Persons with disabilities who are accompanied by a service animal. We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter HANSA-FLEX Hydraulics Canada Inc. premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of temporary disruption

HANSA-FLEX Hydraulics Canada Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all main entrances on our premises.



6. Training for Staff

HANSA-FLEX Hydraulics Canada Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with persons 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 HANSA-FLEX Hydraulics Canada Inc. goods and services
- HANSA-FLEX Hydraulics Canada Inc. policies, practices and procedures relating to the customer service standard.
- All staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback

The ultimate goal of HANSA-FLEX Hydraulics Canada Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way HANSA-FLEX Hydraulics Canada Inc. provides goods and services to persons with disabilities can be made by e-mail, or fax. All feedback will be directed to Human Resources. Customers can expect to hear back in 3 working days.

8. Modifications to this or other policies

HANSA-FLEX Hydraulics Canada Inc. is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of HANSA-FLEX Hydraulics Canada Inc. that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

9. Questions

This policy aims to achieve service excellence to customers with disabilities. Any further questions can be addressed directly to Human Resources at HANSA-FLEX Hydraulics Canada Inc. We will consider your comments carefully. Where appropriate, HANSA-FLEX Hydraulics Canada Inc. will respond directly to the customer within a reasonable period of time.

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