

# *MacDonald Steel Limited*

## Accessible Customer Service Plan

MacDonald Steel is committed to excellence in serving all customers and consumers, including people with disabilities.

### Assistive devices

We will ensure that employees who interact with our customers and consumers are trained and familiar with various assistive devices that may be used by persons with disabilities while they are visiting our premises or otherwise accessing our goods and services.

### Communication

We will communicate with people with disabilities in ways that consider 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.

### 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.

### Services and Facilities for Persons with Disabilities

The following services and facilities are available to members of the public who visit our corporate offices in Cambridge:

- ***accessible parking spaces***

### Notice of temporary disruption

In the event of a planned or unexpected disruption to the services or facilities listed above, MacDonald Steel will promptly post a notice in its reception area. 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.

### Training for employees

MacDonald Steel will provide training to employees who interact with customers and consumers. Given their interaction with customers and consumers, all members of the following Tigercat departments will be trained: ***front desk, sales, marketing, customer service and claims, IT and Human Resources***. Training will also be provided to all employees who influence the development of MacDonald Steel's policies, practices, and procedures.

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Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- MacDonald Steels Accessible Customer Service Plan
- 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 while visiting our premises or otherwise accessing our goods and services

New employees will be trained within six months of their hire and when changes are made to this plan.

### Feedback process

Members of the public who wish to provide feedback on the way Tigercat provides goods and services to people with disabilities can contact our customer service department in any of the following ways:

- ***by phone, at 1-519-650-5000 (Monday – Friday, from 8:30 AM to 5:00 PM Eastern Time)***
- ***by mail, at MacDonald Steel, Attn: Accessibility at MacDonald Steel, 200 Avenue Road, Cambridge, ON N1R 8H5***
- ***by email, at AODA@macdonaldsteel.com***

All feedback will be addressed according to MacDonald Steel's regular customer response procedures.

### Modifications to this or other policies

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