



Accessible Stakeholder Service Plan

Niagara Fasteners Inc. is committed to excellence in serving all our stakeholders including people with disabilities.

Assistive Devices

We will ensure that we are trained and familiar with various assistive devices we have on site or that we provide that may be used by anyone with disabilities with whom we interact.

Communication

We will communicate with people who have disabilities in ways that take into account their disability and observe at all times the principles of independence, dignity, integration and equal opportunity.

Service Animals

We welcome people with disabilities and their service animals. Service animals are welcome in our office areas. However, due to the dangers present in the stockyard, warehouse and shop floor areas, service animals will not be allowed in those areas.

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 services or facilities for those with disabilities, we will promptly post a notice of disruption, its anticipated length of time, and contact information on the door of the main office.

Training

As part of our compliance with the Access for Ontarians with Disabilities Act, we have provided training to our employees.

Reception, sales personnel, purchasing officers, warehouse foremen, and members of the Management Team have been trained in the principles of independence, dignity, integration and equal opportunity and the customer service standards.

The training undertaken included:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the new customer service standard.

Niagara Fastener Inc.'s plan related to the customer service standard.

- How to interact 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 support person.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

All employees have received training on the Code and the AODA.

Hiring

Niagara Fasteners Inc. welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

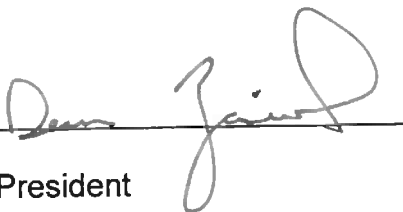
Workplace information

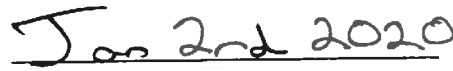
We provide workplace information in an accessible format if required by our employees. These include job descriptions, emergency information and policy manuals.

Feedback Process

Anyone who wishes to provide feedback on the way we interact with people with disabilities can do so in writing to:

President
Niagara Fasteners Inc.
P.O. Box 148
Niagara Falls, ON
L2E 6S8


President


Date