

Universal Precision Technology



Universal Tool & Die (DIV of 1156406 Ontario Inc.)

ISO9001 + AS9100D + CGP Registered

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Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

1156406 Ontario Inc. operating as Universal Precision Technology and Universal Tool & Die, herein after referred to as "Universal".

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

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we 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. Services/facilities include parking spaces, elevator, washrooms and other facilities.

The notice will be made publicly available at the security sign-in at the front desk of Universal's offices.

Training

Universal will provide service training to employees, volunteers and others 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. Individuals in the following positions will be trained: Owner, President, Management, administrative staff and any other individual with customer contact. Staff will be trained on Accessible Customer Service within 14 days of being hired.

Training will include:

- 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 support person
- What to do if a person with a disability is having difficulty in accessing Universal's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Universal provides goods and services to people with disabilities can provide feedback by calling or sending an email to the Office Manager at 905-389-1610, ext. 2223 or admin@universalprecisiontechnology.com.

All feedback, including complaints, will be reviewed with management, discussed with the person providing the feedback and actioned accordingly.

Notice of Availability

Universal will notify the public that our documents related to the accessible customer service, are available through our website and upon request.

Modifications to the or other policies

Any, policy, practice or procedure of Universal that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.