

	Company Report	Approved by	President
	Accessible Customer Service Plan	Review Date	April 2026

Providing Goods and Services to People with Disabilities

Maksteel is committed to excellence in serving all guests including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our premises.

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 guests.

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 guests with disabilities Maksteel will notify guests promptly. This communication will include a description of alternative facilities or services, if available.

Training for staff

Maksteel will provide training to employees who deal with the guests to the premises. This might include: sales staff, supervisors, and managers. This training will be provided to staff during their orientation sessions within the first few days of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Maksteel's plan related to the customer service standard.
- 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
- Changes that may periodically be made to this policy

Feedback process

Guests who wish to provide feedback on the way Maksteel provides goods and services to people with disabilities can contact the Human Resources Department via e-mail, verbally, or through other means as appropriate. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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