



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

ESAB Group Canada, Inc. 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.

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 (washroom for persons with disabilities, main entrance buzzer) for customers with disabilities ESAB Group Canada, Inc. 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. The notice will be placed at the main entrance as well as on the ESAB Group Canada, Inc. website.



Training

ESAB Group Canada, Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Individuals in the following positions will be trained:

- Customer Service Representatives
- Sales associates
- Managers

This training will be provided to staff within 1 week of the starting date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ESAB Group Canada, Inc.'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
- What to do if a person with a disability is having difficulty in accessing ESAB Group Canada, Inc.'s goods and services.

Staff will also be trained when changes are made to your plan.



Feedback process

Customers who wish to provide feedback on the way ESAB Group Canada Inc. provides goods and services to people with disabilities can do so in person, email or write.

All feedback, including complaints, will be directed to the HR Coordinator for handling. Customers can expect to hear back within 4 days or receipt of comments or complaints.

Modifications to this or other policies

Any policy of ESAB Group Canada, Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

