



## **FPC FLEXIBLE PACKAGING CORP.**

### **Accessible Customer Service Policy**

#### **Policy Statement:**

FPC Flexible Packaging Corporation is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of FPC's commitment to excellence, we seek to recognize and to remove obstacles that restrict access to FPC services.

#### **Providing Goods and Services to Persons with Disabilities:**

FPC Flexible Packaging Corporation is committed to serve all customers including people with disabilities and will carry out its functions and responsibilities in the following areas:

- **Communication**

FPC will communicate to people with disabilities in ways that take into account their disabilities.

FPC will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- **Telephone Services**

FPC is committed to provide full accessible telephone service to our customers. We will train staff on clear telephone communication. We will offer to communicate via email if telephone communication is not suitable for our customers' communication needs.

- **Assistive Devices**

FPC is committed to serving people with disabilities who use assistive devices when using FPC services. We will ensure that staff who interact with customers are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

- **Invoicing Statements and other written communication:**

FPC is committed to provide accessible invoicing and other written communication to all of our customers. Our standard invoice is hard copy with 12 point font. Upon request, we will be pleased to provide soft copy invoices that can be enlarged or verbal communication of invoices. We are also pleased to provide upon request, other communication in larger font, soft copy or verbally.

## **Support persons:**

FPC is committed to welcoming people with disabilities who are accompanied by a support person. FPC does require that persons with disabilities with support persons must register their support person to assist in the work place.

## **Use of Service Animals:**

Persons with disabilities are permitted to be accompanied by their service animal, keeping their service animal with them, while on FPC premises unless the service animal is prohibited by law. FPC will seek other measures to enable the person with disability accesses to restricted areas.

It is the responsibility of the person with the service animal to ensure the service animal in under control.

## **Notice of Temporary Disruption:**

FPC will make reasonable effort to provide notice in event of a disruption of services to persons with disabilities. The notice will include information about the reason for the disruption, the anticipated duration, and alternate plans if available.

## **Training of staff:**

FPC will train all employees who deal with the Ontario public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies and procedures. Training records will be kept on file.

### **Training will include:**

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of 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 support person or service animal.
- What to do if a person with a disability is having difficulty in accessing FPC services.
- FPC policies, practices and procedures relating to the customer service standard.

## **Feedback Process:**

The ultimate goal of FPC is to meet and surpass customer service expectations including service to persons with disabilities. Comments on our services regarding how well we are meeting expectations are welcome and appreciated.

Feedback regarding services to persons with disabilities may be submitted via telephone, letter or email to:

**FPC Flexible Packaging Corporation**  
**1891 Eglinton Ave. East.**  
**Toronto, Ont.**  
**M1L2L7**  
**Phone: 416 288-3060**  
**Fax: 416 288 0808**  
**www.fpcfexible.com**

FPC will acknowledge and respond in a timely manner.

**Modifications to this or Other Policies:**

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

**Notice of Availability and Format of Documents:**

FPC shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place at FPC Flexible Packaging Corporation and by any other reasonable method.

February 5, 2013