

## **Bohler-Uddeholm Limited**

### **Customer Service Policy Statement**

#### **Providing products and services to persons with disabilities**

In this document we, us and our mean Bohler-Uddeholm Limited and their affiliates in Canada.

##### **1. Our commitment**

We strive to provide products and services in a way that respects the dignity and independence of persons with disabilities. We are committed to giving persons with disabilities the same opportunity to access our products and services and allowing them to benefit from the same services, in the same place and in a similar way as other Customers.

##### **2. Providing products and service to persons with disabilities**

We are committed to excellence in serving all Customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

###### **2.1 Communication**

We will communicate with persons with disabilities in ways that take into account their disabilities. We will train those who communicate with Customers on how to interact and communicate with people with various types of disabilities.

###### **2.2 Telephone services**

We are committed to providing accessible telephone service to our Customers. We will train those who communicate with our Customers over the telephone in plain language and to speak clearly and slowly. We will offer to communicate with Customers in an alternate format if telephone communication is not suitable to their communication needs or is not available.

###### **2.3 Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our products and services. We will ensure there is awareness that assistive devices may be used by Customers with disabilities while accessing our products and services and we will respond appropriately.

###### **2.4 Written communication**

We are committed to providing accessible communication to all of our Customers.

##### **3. Use of service animals and support persons**

We are committed to welcoming persons with disabilities who are accompanied by a service animal and/or a support person on the parts of our premises that are open to the public and other third parties. We will also ensure that all those that deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person.

##### **4. Notice of temporary disruption**

We will provide Customers with notice if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Where appropriate, this notice will be placed at all public entrances, and on our website at [www.bucanada.ca](http://www.bucanada.ca).

##### **5. Training**

We will provide training to all employees who deal with the public or third parties.

This training will be provided within a reasonable period of time after employment begins. Training will include the following:

- The purposes and requirements of relevant Accessibility legislation
- How to interact and communicate with people with 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 products and services
- Our policies, practices and procedures relating to Customer service

Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.

#### **6. Feedback process**

To provide feedback regarding the way we provide products and services to people with disabilities please contact us.

#### **7. Modifications to this or other policies**

We are committed to developing Customer service processes that respect and promote the dignity and independence of people with disabilities. No changes will be made to this policy before considering the impact on persons with disabilities.

#### **8. Questions about this policy**

If anyone has a question about this policy, or if the purpose of a policy is not understood, please contact us.

Bohler-Uddeholm Limited  
Human Resources Department  
800-325-4514