



Hela Spice Canada Inc.

ACCESSIBILITY PLAN CUSTOMER SERVICE

Providing Goods and Services to People with Disabilities

HELA SPICE CANADA INC. is committed to excellence in serving all customers including people with disabilities.

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 in the front offices only.

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.

Information for Staff

Hela Spice Canada Inc. will provide information to employees who deal with the public on:

- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use as 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 Hela Spice Canada Inc.

Feedback process

Customers who wish to provide feedback on the way Hela Spice Canada Inc. provides goods and services to people with disabilities can email us at orderdesk@helacanada.com. All feedback will be directed to the Administration Manager.

Modifications to this or other policies

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



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