Accessibility for Ontarians with Disabilities Act (AODA)

**FUJIFILM respects the dignity and independence of people with disabilities**

Our policy on Providing Goods and Services to People with Disabilities:

**Providing Goods and Services to People with Disabilities**

It is FUJIFILM’s goal to provide goods and services in a way that respects the dignity and

independence of people with disabilities. We are also committed to giving people with disabilities the

same opportunity to access our goods and services and allowing them to benefit from the same

services, in the same place and in similar way as other customers. We will communicate with people

in ways that take into account their disability. We will train staff who communicate with customers on

how to interact and communicate with people with various types of disabilities.

**Use of Assistive Devices, Service Animals and Support Persons**

We are committed to serving people with disabilities who use assistive devices. We welcome people

with disabilities who are accompanied by a service animal in the areas of our facility that are open to

the public. We will ensure that staff members who interact with customers are trained in how to

interact with people with disabilities who are accompanied by a service animal. We are also

committed to welcoming people with disabilities who are accompanied by a support person. At no

time will a person with a disability be prevented from having access to his or her support person

while on our premises.

**Training**

Fujifilm will provide training to employees on this policy as part of their orientation training. Training provided will be appropriate for the employee and their position within the organization. Training will include:

* Introduction to the Accessibility for Ontarians with Disabilities Act (AODA).
* The Accessibility Standard for Customer Service and how it will help welcome customers with disabilities.
* How to service customers with different kinds of disabilities.
* How to help customers who use assistive devices and service animals.
* What a support person does and how to help customers who are accompanied by a support person.
* What to do when a customer with a disability needs help accessing our good and services.
* The Ontario Human Rights Code and the AODA.

Additional training will be provided in the event that there are changes to these policies.

**Feedback**

At FUJIFILM, our ultimate goal is to meet and surpass customer expectations while servicing customers with disabilities. As such, comments regarding how well those expectations are being met are welcome and appreciated. Feedback can be made by mail, email, or verbally by telephone. Customers that provide their contact information with formal feedback will receive an acknowledgement of their feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. FUJIFILM will follow up on any actions arising from the feedback, and the timeframe for implementation will be provided as part of the notification of outcome.

**Mail:**

Fujifilm VisualSonics, Inc.

21919 30th Drive SE

Bothell, WA 98021

Attention: Human Resources

**Email**

ffss-hr@fujifilm.com

**Phone:**

(425) -951-1200