

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.

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.

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