



## Feedback and Customer Concerns Procedure

### 1. Introduction

MetriCan is committed to meeting the needs of all of our employees, customers and clients and strive to provide our steel components in a way that respects the dignity and independence of people with disabilities.

- We have trained our key staff in the organization about providing goods and services to people with disabilities.
- We review our websites on an ongoing basis and aim to make them accessible and easy to use.

### 2. General

MetriCan welcomes feedback which can be made: in person, or by email, letter, telephone or other methods that accommodates a person's communication needs.

### 3. How to Provide Feedback and Concerns

If you would like to comment about any of our accessibility policies or practices, or if you have a question or concern about accessibility, contact us:

905-332-3200 x2301 (Oakville location)

email: [hroak@metrican.com](mailto:hroak@metrican.com)

905-332-3200 x3230 (Burlington location)

email: [hrbur@metrican.com](mailto:hrbur@metrican.com)

Or write to:

MetriCan Mfg. Co. Inc.  
2100 Wycroft Road  
Oakville, ON  
L6L 5V6  
Fax: 905-825-2087

MetriCan Stamping Co. Inc.  
1380 Artisans Court  
Burlington, ON  
L7L 5Y2  
Fax: 905-332-6965