

AODA Customer Service Policy – Providing Goods & Services to Persons with Disabilities

Purpose:

Brenntag Canada Inc. (the “Company” or “Brenntag”) is committed to excellence in servicing the public including persons with disabilities, whether in person, online or on the phone. Brenntag is committed to providing its goods and services in a way that respects the core principles of independence, dignity, integration and equality of opportunity of persons with disabilities. Brenntag is also committed to giving persons 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.

Eligibility:

All employees of Brenntag Canada Inc., and any third-party contractual affiliations are bound by this policy.

Guidelines:

Brenntag is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

- Communicate with persons with disabilities in ways that take into account their disability.
- Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

- Commit to providing fully accessible telephone service to our customers.
- Offer to communicate with customers by text to voice if telephone communication is not suitable to their communication needs, or if it is not available.
- Will train staff to communicate with customers over the telephone in clear and plain language, and to speak clearly and slowly.

Assistive Devices

- Commit to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff who have contact with the public as part of their regular duties are trained and familiar with various assistive devices that may be used by people with disabilities.

Billing

- Committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail.

Use of service animals and support persons

Brenntag is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties; however, Brenntag may be required to limit the presence of a service animal if it is determined that such presence may create unnecessary safety risk to the visitor, the service animal or our staff (i.e. blending plants, flammable warehouse sites, etc.). Brenntag will also ensure that all staff and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

Brenntag is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Brenntag's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Administration:**Notice of temporary disruption**

In the event of a planned or unexpected disruption to our ability to service people with disabilities, Brenntag will notify the public where possible. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a means of how to access our facilities or services. The notice will be placed at all entrances, reception, and on the Company website, if appropriate.

Training for staff

Brenntag will provide training to active employees, and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided to new staff as part of the Company orientation program.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use an 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 Brenntag's goods and services; and

- Brenntag's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of Brenntag is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Should anyone wish to provide feedback to Brenntag with respect to our provision of services to persons with disabilities, they may do so by emailing hr@brenntag.ca. All feedback will be directed and reviewed by the Senior Director, Human Resources, and a response provided to the originating party within 10 days.

Questions regarding this policy may be directed to a representative in the Human Resources department.

This policy is authorized by the President, Brenntag Canada Inc.