

DPCC ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Policy

Diamond Petrochemicals Canada Corporation (the “Company”) is committed to equal employment opportunity and, overall, our policies and procedures strive to follow the principles of dignity, independence, integration and equal opportunity. The purpose of this policy is to confirm such commitment and establish how the Company will prevent and remove barriers to accessibility and make accommodations wherever possible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”).

Scope

This policy applies to the Company’s operations in Ontario and to all of the Company’s employees, contractors, managers, officers and directors who perform services for the Company in Ontario (collectively, “personnel”).

Definitions

A “**disability**” means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

An “**assistive device**” is used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

A “**service animal**” is any animal used by a person with a disability for reasons relating to that disability.

A “**support person**” is a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods, services or facilities.

Employment Standards

The Company is committed to training all personnel on Ontario’s accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of the personnel.

The Company is also committed to meeting the communications needs of personnel with disabilities. When asked, the Company will provide information and communications materials in accessible formats or with communication supports. The Company will consult with personnel with disabilities to determine their information and communication needs.

The Company will notify the public and personnel that, when requested, the Company will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, the Company will provide customized workplace emergency information to personnel who have a disability. If using performance management, career development and redeployment processes, the Company will take into account the accessibility needs of personnel with disabilities.

If any of the Company’s other policies do not respect or promote the dignity and independence of people with disabilities, such policies will be modified, removed or over-ridden by this policy.

Customer Service Standards

The Company is committed to ensuring that persons with disabilities receive the same access to and quality of services as all other persons. The Company is further committed to providing access to our facilities and delivering excellent service at all times in a way that respects the dignity and independence of all customers and members of the public.

The Company’s commitment to this is demonstrated in the following areas:

a) The Provision of Services to Persons with Disabilities

The Company will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the following principles:

- Services of the Company shall be provided in a manner that respects the dignity and independence of persons with disabilities;
- The Company’s provision of services to persons with disabilities shall be integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the services of the Company; and
- Persons with disabilities shall be given an opportunity equal to that of persons without disabilities to obtain, use, or benefit from services provided by the Company.

b) Communication with Persons with Disabilities

When communicating with a person with a disability, personnel of the Company shall do so in a manner that takes into account that person’s disability.

c) Assistive Devices and Other Measures that Assist with Accessibility

A person with a disability may provide their own assistive device for the purposes of obtaining, using and benefiting from the services of the Company. Exceptions may occur in situations where the Company has determined that the assistive device may pose a risk to the health and safety of the person with a disability or others on the Company's premises. In such circumstances, the Company may offer the person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the services of the Company. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

d) Use of Service Animals and Support Persons

Persons with disabilities may bring their registered service animal into the portions of the Company's premises that are normally open to customers and others dealing with the Company. The Company shall ensure that all personnel dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter the portions of the Company's premises that are normally open to customers and others dealing with the Company, 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 the Company's premises.

On rare occasions, the Company may determine that a support person or a service animal cannot enter an area of the premises due to other applicable laws. In such circumstances, the Company will suggest appropriate alternatives and provide assistance.

The Company may require a person with a disability to be accompanied by a support person while on the Company's premises in situations where it is necessary to protect the health and safety of the person with a disability or others on the Company's premises.

e) Notice of Temporary Disruptions

The Company will provide notice to customers and visitors with disabilities in the event of a planned or unexpected disruption to services, or access to the Company's premises. Where possible, the Company will post a notification on its website, post the information in visible locations or employ any other method of notification that may be reasonable under the circumstances. Such notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services which may be available. While the Company cannot provide the same guarantee regarding emergency temporary disruptions, every reasonable effort will be made to give adequate notice of all disruptions of service.

f) Training

The Company shall ensure that all persons to whom this policy applies receive training as required by the AODA. The amount and format of the training provided will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of services of the Company.

The content of the training shall include but is not limited to:

- a review of the purposes of the AODA;
- the requirements of the Integrated Accessibility Standards (Ontario Regulation 191/11);
- information regarding the Company's policies, procedures and practices pertaining to the provisions of goods and service to persons with disabilities;
- instruction in how to interact and communicate with persons with various types of disabilities
- instruction on how to assist a person with a particular type of disability if that individual is having difficulty accessing the services of the Company;
- instruction on how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the Company's premises that may assist in the provisions of services to persons with disabilities.

g) Availability and Format of Accessibility Documents

The Company is committed to meeting the communications needs of persons with disabilities. When asked, the Company will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about the Company's goods, services and facilities, as well as publicly available emergency information.

The Company will consult with persons with disabilities to determine their information and communication needs.

h) Feedback

The Company strives to meet and exceed the service expectations of its customers while responding to the requests of persons with disabilities. Feedback can be made in person, via telephone, fax or in writing to:

Diamond Petrochemicals Canada Corporation
P.O. Box 2925
105 Christina St. South
Sarnia, Ontario N7T 7W2
Tel: 519-365-9639

The Company shall respond in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any concerns raised.