

Requirement R3

Customer Service Policy, Statement in Respect of Providing Goods and Services to People with Disabilities

CLN/OC

 **BASF**

We create chemistry

Administrative Information

Document	Requirement 3
Title	Customer Service Policy in Respect of Providing Goods and Services to People with Disabilities
Code	Klicken Sie hier, um Text einzugeben.
Effective since	July 1, 2014
Owner	G-FON/OC
Scope	BASF Canada Inc. and its Canadian subsidiaries and affiliates including BASF Agricultural Specialties Ltd. and Chemetall Canada, Limited
Co-development Partners	GBW/OCH
Approval Body	CLN/OC
Target Group	Canadian employees of the BASF Group
Published	
Superordinate Regulation	N/A
Subordinate Regulations	N/A
Last Update	June 19, 2017 Judy Finlayson – G-FLN/OC
Character of Changes	Updated in accordance with legal accessibility requirements
Revision	5

Change History

Date	Author	Version	Remarks
June 19, 2017	Judy Finlayson	4	To amend the purpose and the scope of policy
July 1, 2016	Judy Finlayson & Raja Ramanathan	3	Changes to <i>Accessibility for Ontarians with Disabilities Act</i> effective July 1, 2016
January 1, 2016	Judy Finlayson & Raja Ramanathan	2	Changes to <i>Accessibility for Ontarians with Disabilities Act</i> effective July 1, 2016
July 1, 2014	Marie-Eve Rehayem & Chris Hall	1	To comply with <i>Accessibility for Ontarians with Disabilities Act</i>

I. PURPOSE AND SUMMARY

The purpose of this document is to set forth the policy of BASF regarding the provision of goods and services to people with Disabilities, in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity.

II. SCOPE

This requirement applies to and governs the activities of all employees, agents and volunteers of BASF Canada Inc., its Canadian subsidiaries, affiliates and partnerships in which BASF Canada Inc and/or its subsidiaries have a majority interest, including BASF Agricultural Specialties Ltd. and Chemetall Canada, Limited (collectively “BASF”) that deal with members of the public or other third parties in Canada on behalf of BASF.

III. DEFINITIONS

1. **“Assistive Devices”** means any auxiliary aids, such as communication aids, cognition aids, personal mobility aids and medical aids, that are designed or adapted to assist people with Disabilities to perform actions, tasks and activities.
2. **“Disability”** means the corresponding definitions in the applicable provincial accessibility legislation and human rights legislation of the Province in which the disabled person is doing business with BASF, which includes the followings impairments, conditions and disorders:
 - (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 or intellectual disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (d) a mental disorder,
 - (e) a sensory disability, or
 - (f) an injury or disability for which benefits were claimed or received under the insurance plan established under workplace safety legislation.

3. **“Service Animal”** means:
 - (a) any animal that is used by a person with a Disability for reasons relating to his or her Disability, or
 - (b) if it is not readily apparent that the animal satisfies (a), any animal for which a person with a Disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her Disability.
4. **“Support Person”** means any person, whether a paid professional, volunteer, family member, friend or otherwise, who accompanies a person with a Disability in order to assist the person with a Disability with communication, mobility, personal care, medical needs or accessing goods or services.

IV. COMMITMENT

In fulfilling its mission, BASF strives at all times to provide its goods and services in a way that respects the dignity and independence of people with Disabilities. BASF is 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 a similar way as other customers.

V. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

BASF is committed to excellence in serving all customers including people with Disabilities and we will carry out its functions and responsibilities in the following areas:

1. *Communication*

BASF will communicate with people with Disabilities in ways that take into account their Disability.

BASF will ensure that all individuals who communicate with members of the public or other third parties on behalf of BASF are trained on how to interact and communicate with people with various types of Disabilities.

2. *Telephone Services*

BASF is committed to providing accessible telephone services to our customers. We will ensure that all individuals who communicate over the telephone with members of the public or other third parties on behalf of BASF are trained to communicate in clear and plain language and to speak clearly and slowly.

BASF will offer to communicate with members of the public or other third parties by email or mail if telephone communication is not suitable to their communication needs or is not available. We will also strive to accommodate the needs of individuals who prefer to communicate with us in another format.

3. Assistive Devices

BASF is committed to serving people with Disabilities who use Assistive Devices to obtain, use or benefit from our goods and services. BASF will ensure that all individuals who deal with members of the public or other third parties on behalf of BASF are trained and familiar with various Assistive Devices that may be used by people with Disabilities while accessing our goods or services.

It is our policy to allow individuals to use their personal Assistive Devices, including, but not limited to, wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices, to access our goods and services.

BASF will also strive to offer alternative service methods to people with Disabilities, such as assistance by a BASF employee to complete a transaction and delivery of goods or services in another location. If customers desire alternate service methods, please direct their inquiry to the Account Manager handling the customer's account.

4. Billing

BASF is 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, email, fax. BASF will also strive to accommodate customers that request invoices in formats that are not previously mentioned.

VI. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

BASF is committed to welcoming people 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, except for those premises where the animal is otherwise excluded by law in which case, we will ensure that other measures are available to enable the person with a Disability to access our goods or services. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with Disabilities who are accompanied by a Service Animal.

BASF is committed to welcoming people 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 our 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. If we charge a fee or admission to access any of our premises, we will notify the person with a Disability of the amount payable by the Support Person.

VII. NOTICE OF TEMPORARY DISRUPTION

BASF is committed to ensuring that any aspect of our built environment intended to facilitate barrier-free access to our goods and services will be available for use in the intended manner. The company will provide the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with Disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services if available. The notice will be posted at a conspicuous place

on BASF premises, posted on its website, or posted by such other method as is reasonable in the circumstances.

VIII. TRAINING FOR STAFF

BASF will ensure that all employees of BASF, as well as volunteers 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, receive the training required under accessibility legislation.

This training will be provided as soon as practicable after staff commence their duties and will include the following:

- The purpose of accessibility and human rights legislation and the requirements of the customer service standard
- How to interact and communicate with people of various types of Disabilities
- How to interact with people with Disabilities who use an Assistive Device or require the assistance of a Service Animal or a Support Person
- How to use any Assistive Devices that BASF makes available on its premises or otherwise to assist with the provision of goods and services to people with Disabilities.
- What to do if a person with a Disability is having difficulty in accessing BASF's goods and services.
- BASF's policies, practices and procedures relating to the customer service standard.

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

IX. FEEDBACK PROCESS

The ultimate goal of BASF is to meet and surpass the expectations of people with Disabilities who seek to access BASF's good and services. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way BASF provides goods and services to individuals with Disabilities can be made by telephone, email, in writing, by submitting an audio recording or electronic text or other accessible format upon request to:

If the customer is a Performance Materials customer:

Eileen GERALYN Murray
eileen.murray@basf.com
Phone: 1-734-324-6086
Fax: 1-800-720-1132
1609 Biddle Avenue
Wyandotte, MI
48192 USA

If the customer is an Agricultural Solutions/Crop Protection customer:

Moira MacDonald
moira.macdonald@basf.com
Phone : 289-360-6040
Fax : 289-360-6001
100 Milverton Drive, 5th Floor
Mississauga, ON L5R 4H1 Canada

If the customer is an Acrylics & Dispersions customer:

Isabelle Gascon
isabelle.gascon@basf.com
Phone: 1-704-587-2512
Fax: 1-800-392-7429
11501 Steele Creek Road
Charlotte, NC
28273 USA

If the customer is a Performance Chemicals customer:

Kristin Lovelace
kristin.lovelace@basf.com
Phone: 1-973-245-7043
Fax: 1-800-259-6214
100 Park Avenue
Florham Park, NJ
07932 USA

If the customer is a Catalysts customer:

Joe Mitchell
huntsvillecustomercare@basf.com
Phone: 1-800-523-3599
Fax: 1-800-350-1904
9800 Kellner Road
Huntsville, AL
35824 USA

If the customer is a Care Chemicals customer:

Nadette Booker
Nadette.booker@basf.com
Phone : 1-973-245-6949
Fax : 1-800-634-9105
100 Park Avenue
Florham Park, NJ
07932 USA

If the customer is a Nutrition & Health customer:

Eric Maguire
eric.maguire@basf.com
Phone: 1-973-245-7355
Fax: 1-800-634-9105
100 Park Avenue
Florham Park, NJ

07932 USA

If the customer is a Petrochemicals customer:

Margaret McLoughlin
margaret.mcloughlin@basf.com
Phone: 1-973-245-7080
Fax: 1-800-426-5675
100 Park Avenue
Florham Park, NJ
07932 USA

If the customer is an Intermediates customer:

Gregory Monteilh
gregory.monteilh@basf.com
Phone: 1-973-245-5153
Fax: 1-800-659-3698
100 Park Avenue
Florham Park, NJ
07932 USA

If the customer is a Monomers customer:

Leila Young
leila.young@basf.com
Phone: 1-734-324-5445
Fax: 1-888-801-0044
1609 Biddle Avenue
Wyandotte, MI
48192 USA

If the customer is a Coatings customer:

Beth Holliday
beth.holliday@basf.com
Phone: 1-734-324-2726
Fax: 1-888-801-0044
1609 Biddle Avenue
Wyandotte, MI
48192 USA

All other individuals can contact the General Counsel of BASF by telephone, email, in writing, by submitting an audio recording to electronic text on diskette or by visiting in person:

Marian Van Hoek
marian.a.van-hoek@basf.com (cc to judy.finlayson@basf.com)
Phone: 905-301-4432 (or Judy Finlayson at 905-301-5905)
100 Milverton Drive, 5th Floor
Mississauga, ON
L5R 4H1 Canada

BASF will ensure that it maintains a process for documenting any resulting actions taken as a result of the feedback it receives and will make that documentation available upon request.

X. QUESTIONS ABOUT THIS REQUIREMENT

This Requirement exists to achieve service excellence for customers with Disabilities. Questions about this Requirement, or the need for it, should be referred to the BASF Canada Legal Department.