 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 1 of 10
	Reviewed:	Effective:	Supersedes: NEW
Preparer: Legal	Owner: Legal	Approver: Legal	

1. DEFINITIONS

“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.

“Disability” means the corresponding definitions in section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005* and section 10(1) of the *Ontario Human Rights Code*, which include 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 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*.

“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.

“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.

 BASF The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 2 of 10
	Reviewed:	Effective:	Supersedes: NEW

2. PURPOSE

The purpose and mission of BASF Canada Inc. (“BASF Canada”) is to set forth BASF Canada’s policy 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.

3. COMMITMENT

In fulfilling its mission, BASF Canada strives at all times to provide its 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 a similar way as other customers.

4. SCOPE

This policy applies to all staff and volunteers of BASF Canada and its affiliates and subsidiaries that deal with members of the public or other third parties in Ontario on behalf of BASF Canada.

5. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

BASF Canada 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:


5.1 Communication

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

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

5.2 Telephone Services

We are 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 in Ontario on behalf of BASF Canada are trained to communicate in clear and plain language and to speak clearly and slowly.

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 3 of 10
	Reviewed:	Effective:	Supersedes: NEW

We will offer to communicate with members of the public or other third parties in Ontario 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.

5.3 Assistive Devices

We are committed to serving people with Disabilities who use Assistive Devices to obtain, use or benefit from our goods and services. We will ensure that all individuals who deal with members of the public or other third parties in Ontario on behalf of BASF Canada 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.

We will also strive to offer alternative service methods to people with Disabilities, such as assistance by a BASF Canada 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.


5.4 Billing

We are 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. We will also strive to accommodate customers that request invoices in formats that are not previously mentioned.

6. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are 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.

We are 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.

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 4 of 10
	Reviewed:	Effective:	Supersedes: NEW

7. NOTICE OF TEMPORARY DISRUPTION

We will provide the public with notice in the event of a planned or unexpected disruption in the facilities or services in Ontario 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 our premises in Ontario, posted on our website, or posted by such other method as is reasonable in the circumstances.

8. TRAINING FOR STAFF

We will ensure that all employees, volunteers and others who deal with the public or other third parties in Ontario 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 by the *Accessibility Standards for Customer Service*.


Individuals in the following positions will be trained:

- Customer service representatives who interact with BASF Canada customers in Ontario;
- Credit analysts who interact with BASF Canada customers in Ontario;
- Sales associates/account managers/sales managers who have business dealings with BASF Canada customers in Ontario;
- Site managers for Ontario sites which BASF Canada customers may visit;
- BASF Canada Legal Counsel;
- Officers and directors of BASF Canada;
- Members of Human Resources;
- All other employees, volunteers and others who deal with the public or third parties in Ontario on BASF Canada's behalf; and
- All other employees, volunteers and others who are involved in the development and approvals of BASF Canada's customer service policies, practices and procedures.

This training will be provided as soon as practicable after staff commence their duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 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

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 5 of 10
	Reviewed:	Effective:	Supersedes: NEW

- How to use any Assistive Devices that BASF Canada 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 Canada's goods and services
- BASF Canada'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 people with Disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

9. FEEDBACK PROCESS

The ultimate goal of BASF Canada is to meet and surpass the expectations of people with Disabilities who seek to access BASF Canada'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 Canada provides goods and services to individuals with Disabilities can be made by telephone, email, in writing or by submitting an audio recording or electronic text on diskette at:

If the customer is a KUN customer:

Josee Garceau
Josee.garceau@basf.com
Phone: 1-800-881-4787
Fax: 1-888-801-0044
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

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 6 of 10
	Reviewed:	Effective:	Supersedes: NEW

If the customer is an ED-Resins customer:

Cindy Vlahos
Cindy.vlahos@basf.com or polyorders@basf.com
Phone: 1-800-225-0644
Fax: 1-800-392-7429
11501 Steele Creek Road
Charlotte, NC
28273
USA

If the customer is an ED-Pigments customer:

Stephanie Story
Stephanie.story@basf.com or csr_canada8@basf.com
Phone: 1-866-867-9827
Fax: 1-800-207-4311
11501 Steele Creek Road
Charlotte, NC
28273
USA


If the customer is an ED-Adhesive Construction Polymers customer:

Stephanie Story
Stephanie.story@basf.com or csr_canada7@basf.com
Phone: 1-800-821-8689
Fax: 1-800-282-9676
11501 Steele Creek Road
Charlotte, NC
28273
USA

If the customer is an EP-Paper customer:

Stephanie Story
Stephanie.story@basf.com or customerservice.canada@basf.com
Phone: 1-866-679-2422
Fax: 1-800-248-1517
11501 Steele Creek Road
Charlotte, NC
28273
USA

If the customer is an EV-Plastic Additives customer:

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 7 of 10
	Reviewed:	Effective:	Supersedes: NEW

Samantha Barbieri
samantha.barbieri@basf.com
Phone: 1-973-245-6086
Fax: 1-800-259-6214
100 Campus Drive
Florham Park, NJ
07936
USA

If the customer is an EV-Water Solutions or EV-Oil/Mining customer:

Gail Englesbe
gail.englesbe@basf.com
Phone: 1-973-245-7329
Fax: 1-800-903-0038
100 Campus Drive
Florham Park, NJ
07936
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 an EM customer:

Michael Cestari
michael.cestari@basf.com
Phone : 1-973-245-6275
Fax : 1-973-245-6742
100 Campus Drive
Florham Park, NJ
07936
USA

If the customer is an EN customer or a distribution customer for the EM, CZ, CP or EV portions of the business:

Lori Schneider

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 8 of 10
	Reviewed:	Effective:	Supersedes: NEW

lori.schneider@basf.com
Phone: 1-973-245-6276
Fax: 1-800-634-9105
100 Campus Drive
Florham Park, NJ
07936
USA

If the customer is a CP customer:

Margaret McLoughlin
margaret.mcloughlin@basf.com
Phone: 1-973-245-7080
Fax: 1-800-426-5675
100 Campus Drive
Florham Park, NJ
07936
USA

If the customer is a CA customer:


Julie Medic
julie.medic@basf.com
Phone: 1-724-538-1354
Fax: 1-724-538-1260
1424 Mars Evans City Road
Evans City, PA
16033
USA

If the customer is a CCP or EPK customer:

Kris Nicholson
kris.nicholson@basf.com
Phone: 1-973-245-6251
Fax: 1-800-659-3698
100 Campus Drive
Florham Park, NJ
07936
USA

If the customer is a Styrolution customer:

Becky Talbot
becky.talbot@basf.com
Phone: 1-734-324-5422

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 9 of 10
	Reviewed:	Effective:	Supersedes: NEW

Fax: 1-800-659-3698
1609 Biddle Avenue
Wyandotte, MI
48192
USA

If the customer is an EC 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 KTE customer:


Sue-Ann Kaminske - KTE
sue-ann.kaminske@basf.com
Phone: 734-324-5348
Fax: 1-800-214-1523
1609 Biddle Avenue
Wyandotte, MI
48192
USA

If the customer is an EB customer:

Roger Davis
roger.davis@basf.com
Phone: 905-792-2012
Fax: 905-792-0651
180 Clark Blvd
Brampton, ON
L6T 4M7
Canada

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

Francois Paroyan
Francois.paroyan@basf.com
(with a 'cc to Judy Finlayson, at judy.finlayson@basf.com)

 The Chemical Company Corporate Procedure	Title: Customer Service Policy in respect of Providing Goods and Services to People with Disabilities		
	Function: Legal		
	No.:		Page: 10 of 10
	Reviewed:	Effective:	Supersedes: NEW

Phone: 289-360-6061 (or Judy Finlayson at 289-360-6155)
Fax: 289-360-6005
100 Milverton Drive, 5th Floor
Mississauga, ON
L5R 4H1
Canada

We will also strive to accommodate the needs of people with Disabilities who prefer to provide feedback in another format or by different means than those listed above.

Each situation will be assessed on a case-by-case basis and BASF Canada will take appropriate measures, if warranted, in the circumstances.

10. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with Disabilities. Therefore, no changes will be made to this policy before considering the impact on people with Disabilities. Any policy of BASF Canada that does not respect and promote the dignity and independence of people with Disabilities will be modified or removed.

11. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with Disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Legal Department of BASF Canada.