



**ACCESSIBLE  
CUSTOMER  
SERVICE PLAN**



# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Rohm and Haas, a wholly owned subsidiary of The Dow Chemical Company ("Rohm and Haas"), is committed to excellence in serving all customers including people with disabilities.

### ASSISTIVE DEVICES

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

### SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons.





## NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities that were previously scheduled to conduct an onsite client meeting, Rohm and Haas will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at security where guests sign in; a notice will be sent to the customer's email address; and, an information message will be posted to the site's main phone line.

## TRAINING

Rohm and Haas will provide training to employees, contractors and others who deal with the public or other third parties on our behalf.



Individuals in the following positions will be trained: All roles aligned to the functions of Marketing & Sales, Manufacturing & Engineering, EH&S, Business Finance Management, Government & Public Affairs, Information Systems, and Supply Chain.

This training will be provided to staff before the end of 3 months after hire date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Rohm and Haas' plan related to the customer service standard.
- How to interact and communicate with people with 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 the equipment that may be added in the future to accommodate people with disabilities.
- What to do if a person with a disability is having difficulties with Rohm and Haas goods and services.



Staff will also be trained when changes are made to our plan.

## FEEDBACK PROCESS

Customers who wish to provide feedback on how Rohm and Haas provides goods and services to people with disabilities can email: [FNADCCA@Dow.com](mailto:FNADCCA@Dow.com), or call 1-800-268-4201 ext. 218.

All feedback, including complaints, will be directed to the public affairs department and will be discussed at monthly departmental meetings. Appropriate actions will be decided on at that time.

### **Modifications to this or other policies**

Any policy of Rohm and Haas that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.