

ACCESSIBLE CUSTOMER SERVICE

S-A-S Petroleum Technologies Inc. is committed to excellence in serving all customers including people with disabilities. The policies here-within pertain to our office locations in Dundas and Scarborough as well as our field staff who are exposed to our retail customers and the general public.

Assistive Devices – all employees are trained and familiar with various assistive devices, which may be used by customers with disabilities, while accessing our goods and services.

Communication – staff members communicate with people with disabilities in ways that take their disability into account.

Service Animals - people with disabilities who rely on service animals are welcome at our facilities. Service animals are allowed on our premises' that are open to the public, but must remain leashed so as to avoid any contact with hazardous materials or shop equipment.

Support Persons - persons with disabilities who are accompanied by a support person will be allowed to have that person accompany them on our premises, for which no fees will be charged.

Notice of Temporary Disruption – In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, *S-A-S Petroleum Technologies Inc.*, 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. Services/Facilities include: *S-A-S's Head-Office at 432 MacNab Street in Dundas ON*, and *S-A-S's Toronto-Office at 91 Melford Drive in Scarborough ON*. The notice will be made publicly available at the following locations: Posted at each 'Accessible Customer Service' entrance as well as on our website, (www.saspt.com).

Training - *S-A-S Petroleum Technologies Inc.* will provide Accessible Customer Service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Individuals in the following positions will be trained: All 'Office', 'Shop-Floor' and 'Field Staff'. Newly hired staff members will be trained on Accessible Customer Service within 2 days of initial orientation. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- *S-A-S Petroleum Technologies Inc.*'s 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 or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: Wireless Door Bells, Intercoms and/or use of CCTV monitors.
- What to do if a person with a disability is having difficulty in accessing *S-A-S Petroleum Technologies Inc.*'s goods and services.

Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback Process – Customers who wish to provide feedback on the way *S-A-S Petroleum Technologies Inc.* provides goods and services to people with disabilities can provide feedback in the following way: Send an email to the HSSE Manager at, seadie@saspt.com. The 'subject' of the email should be: '*Accessible Customer Service – Feedback*' and should indicate the office location in question. All feedback, including complaints, will be responded to within 3 days and a follow-up meeting will be planned at the location which is mutually convenient for all parties.

Notice of Availability - *S-A-S Petroleum Technologies Inc.* will notify the public that our documents related to Accessible Customer Service, are available upon request by posting a notice on our website.

Modifications to this or other policies – any policy, practice or procedure of *S-A-S Petroleum Technologies Inc.*'s that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.