

Customer Service Accessibility Plan



Providing Goods and Services to People with Disabilities

- The Clorox Company of Canada Ltd. is committed to excellence in serving all customers including people with disabilities by making its facilities, company information and services more accessible.

Scope

- All permanent salaried employees of the Clorox Company of Canada Ltd, and any of it's affiliated Canadian businesses, who work at least 20 hours per week as well as customer facing hourly positions.

Assistive devices

- 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. We will notify customers of such arrangements through a notice posted on our premises.

Notice of temporary disruption

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The Clorox Company of Canada Ltd. will notify customers promptly. This notice will be posted in writing at all entrances. 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. Where possible, we will make every effort to provide notice to customers over the phone, and on our Clorox Canada website.

Training

- The Clorox Company of Canada Ltd. will provide training to all permanent salaried employees of the Clorox Company of Canada Ltd, and any of its affiliated Canadian businesses, who work at least 20 hours per week as well as customer facing hourly positions.
- Individuals in the following positions will be trained:
 - All salaried positions
 - Customer facing hourly positions
- Training will be provided to required staff within the first month of employment. Training will include:
 - An overview of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the customer service standard
 - An overview of the other four accessibility standards that will lead the way to an accessible Ontario by 2025
 - The Clorox Company of Canada Ltd. plan related to the customer service standard
 - Guidelines on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - What to do if a person with a disability is having difficulty in accessing The Clorox Company of Canada Ltd. goods and services.
- Staff will also be trained when changes are made to The Clorox Company of Canada Ltd. plan.

Feedback Process

- Customers who wish to provide feedback on the way in which The Clorox Company of Canada Ltd. provides goods and services to people with disabilities can e-mail, phone or mail their feedback. All feedback can be directed to Accessibility Coordinator.
- Customers can expect to hear back in 3 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Communication of the Plan

- The Accessibility Plan can be found on the Clorox Canada website. Copies of the Accessibility Plan or alternate formats can be requested by contacting Accessibility Coordinator at:
- Voice: 905-789-2476
- Contact form:
<http://cloroxofcanada.ca/contact/contact.html>
- **References**

Services Ontario

- (AODA)

Help

If you have questions about this plan; contact the Accessibility Coordinator