

Accessibility Plan

Introduction

Nexeo Solutions strives to meet the needs of its employees, customers, suppliers, job applicants, and anyone who may access our information, or use our services. We are working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps Nexeo Solutions is taking to meet those requirements and to improve opportunities for people with disabilities.

Customer Service

Nexeo Solutions is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

In order to comply with this standard, we provide the Customer Service Standard and Ontario Human Rights training to employees and new staff. Our staff will be trained on:

- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or the assistance of a service animal or support person.
- How to use equipment or devices available that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing our services.

Training will be provided as soon as practicable or within 60 days of the new hire starting or the employee moving into a new role.

Information and Communications

Nexeo Solutions is committed to making our information and communications accessible to people with disabilities.

Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. We will consult with the person making the request to determine the suitability of the format or communication support.

We will provide the accessible format in a timely manner that takes into account each person's accessibility needs due to disability.

Employment

Nexeo Solutions is committed to fair and accessible employment practices.

We will notify employees and job applicants that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. We have put in place a process to develop individual accommodation plans for employees.

We will also provide customized emergency information to help an employee with a disability during an emergency. Each employee will be asked to complete an emergency information worksheet on an annual basis.

Our performance management and career development processes will take into account the accessibility needs of all employees.

Unless otherwise noted, the practices stated above will be executed upon as soon as practicable upon receiving the request for assistance.

Training

Nexeo Solutions is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

We will train our employees on accessibility as it relates to their specific roles. We will provide training on an ongoing basis whenever changes are made to relevant policies, procedures, practices or legislation.

Training will also be provided on an ongoing basis if there are any changes to legislation or our policies. Records of the training provided under this section will be maintained within our Learning Management System (LMS). Training will be provided as soon as practicable, or within 60 days of the new employee commencing employment with us, or moving into new role where additional training is required based on the employees job duties.

Review Process

Our multi-year accessibility plan will be updated as progressions are made, or at a minimum once every five years.

Feedback Process

If you would like to submit an inquiry or provide feedback concerning accessible services or requests for an alternative format or communication support may be submitted by email or by telephone. Please direct your feedback to cdncsrchemicals@nexeosolutions.com or call 866-201-0051.