

Imperial Oil

Policy on Providing Goods and Services to People with Disabilities through our Retail Network

1. Our Mission

The mission of Imperial Oil is to excel in serving all customers, including people with disabilities.

2. Our Commitment

In fulfilling our mission, Imperial Oil strives to provide its goods and services in a manner 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 to benefit from those services in a similar way as other customers.

3. Providing Goods and Services to People with Disabilities through our Retail Network

In furtherance of our commitment to excel in serving all customers, including people with disabilities, we will carry out our functions and responsibilities in accordance with the best practices below.

Communication: Imperial Oil will communicate with people with disabilities in ways that take into account their disability and will communicate its best practices to Sales Associates and Retail Branded Distributors on how to communicate and interact with people with various types of disabilities.

Assistive Devices: Imperial Oil is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will communicate best practices to Sales Associates so that they can train their staff and be familiar with various assistive devices that may be used by customers with disabilities while accessing Imperial Oil's goods or services. Imperial Oil will also provide this information to Retail Branded Distributors for use at their Distributor Esso-Branded outlets.

Service Animals: Imperial Oil welcomes people with disabilities who are accompanied by a service animal on the parts of our premises to which the public has access. We will also communicate this best practice to our Sales Associates and Retail Branded Distributors so that they are aware of how to interact with people with disabilities who are accompanied by a service animal.

Support Persons: Imperial Oil is 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 able to enter Imperial Oil's premises with his or her support person. We will also communicate this best practice to our Sales Associates and Retail Branded Distributors so that they are aware of how to interact with people with disabilities who are accompanied by a support person.

Full Service and Self Service Operating Standards for Drivers with Disabilities: Drivers with a disabled parking permit will be able to receive full service at self-serve prices at self-serve and split-serve stations (please note that this service is not available at full service only stations). Details are as follows:

- **Self-Serve Only Stations:** Customers with a disabled parking permit can receive full service at a self-serve price. In order to do so, we ask that the customer provide advance notice by contacting the local station to advise of their needs so that appropriate staffing arrangements can be made as necessary. If a customer has not provided the site with adequate notice for appropriate staffing, it is always important to

consider safety first. In this case, the following best practices are recommended to the Sales Associate and Retail Branded Distributors: (a) Have a list of phone numbers for other locations in the area so that contact with another station can be made on the customer's behalf or (b) re-direct the customer to the nearest split-serve location.

- **Split-Serve Site (Full and Self-Serve Pumps):** Customers with a disabled parking permit will be directed to a self-serve pump and receive full service at self-serve prices.

Notice of temporary disruption: Imperial Oil will provide customers with notice in the event of a planned or unexpected disruption to services or facilities usually used by people with disabilities. Notice of the disruption 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 provided in a method that is appropriate and reasonable in the circumstances. We will also communicate this best practice to our Sales Associates and Retail Branded Distributors so that they are aware of how to notify people with disabilities about a temporary disruption.

Training: Imperial Oil will ensure that persons who deal with the public or other third parties on behalf Imperial or who participate in the development of customer service policies, practices and procedures receive training about the provision of goods and services to persons with disabilities. Specifically, the following training measures will be taken:

- Imperial Oil will train all Territory Managers so that they may provide support to Sales Associates in training their own staff.
- Guidance and training material will be provided to the Customer Service Department, Sale Associates and Retail Branded Distributors so that they can develop their own training measures.

Training sessions and training material will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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.
- What to do if a person with a disability is having difficulty accessing Imperial Oil's goods and services.

Training will be provided as soon as practicable. As appropriate, there will be ongoing training and communication about changes to Imperial Oil's policies, practices or procedures in relation to the provision of goods and services to people with disabilities.

Feedback Process: Customers who wish to provide feedback on the way Imperial Oil provides goods and services to people with disabilities can do so by the following means:

- In person to the Sales Associate or Distributor Esso-Branded Dealer.
- By email by logging onto www.imperialoil.ca or through Empathica at www.essosurvey.com
- By phone through the Customer Service Center at 1-800-567-3776.

Complaints will be addressed according to Imperial Oil's customer service complaint management process.