

## **ACCESSIBILITY POLICY**

Dear Customer,

Umicore Precious Metals Canada Inc. is committed to making our business a welcoming and accessible place for people with disabilities. We strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access goods and services and allowing them to benefit from the services as people without disabilities. As such, we commit to the following:

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

**TELEPHONE SERVICES:** We will communicate effectively over the telephone with people with disabilities. When telephone services are not available or not suitable, we will use other modes of communication preferable to our customers, such as email etc.

**ASSISTIVE DEVICES:** All types of assistive devices are allowed in areas that are open to the public.

**SERVICE ANIMALS:** Service animals may accompany people with disabilities in areas that are open to the public.

**SUPPORT PERSONS:** Support persons may accompany people with disabilities in areas that are open to the public, or with proper authorization and security check, enter restricted areas.

**SECURITY AND ACCESS TO RESTRICTED AREAS:** For security reasons, our customers and visitors are not allowed to enter restricted areas unless they have received proper authorization and have gone through our security procedures. We follow established security procedures for checking people through security, although a person's disability will be taken into consideration.

**NOTICE OF TEMPORARY DISRUPTION:** In the event of planned or unexpected disruption to services or facilities for people with disabilities, we will promptly notify our customers and post notices in conspicuous areas.

**FEEDBACK:** Our AODA policy and related documentation is available upon request. To request a copy of our AODA policy, or to provide feedback on the way our company provides goods and services to people with disabilities, you can email us at [canada-salesweb@am.umicore.com](mailto:canada-salesweb@am.umicore.com). Acknowledgements will be sent within five (5) business days of receipt of feedback, and responses will be sent within ten (10) business days of the acknowledgement.