

# GLENCORE

## **Glencore Canada Corporation Accessibility Policies and Multi-Year Accessibility Plan**

### **(the “Accessibility Plan”)**

(Ontario Regulation 191/11) of the *Accessibility for Ontarians with Disabilities Act, 2005*

#### **Accessibility Standards for Customer Service**

Glencore is committed to compliance with the Accessibility Standards for Customer Service Regulation (O.Reg.429/07) under the AODA, which involves providing its services in ways that respects the dignity and independence of people with disabilities.

Glencore’s employees who are involved in providing customer service to its customers and the general public have been trained on Glencore’s Customer Service Policy, and all new employees hired to provide such services will receive such training as part of their orientation with the company.