

**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 Customer Service Standards under the Integrated Accessibility Standards Regulations (O.Reg.191/11) of the AODA, which involves providing its services in ways that respects the independence, dignity, integration and equality of opportunity for people with disabilities.

1. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other reasonable measures will be considered to enable the person with a disability to access our goods, services or facilities.

2. Communication

Glencore is committed to making company information and communications accessible to persons with disabilities.

We will communicate with people with disabilities in ways that take into account their disability and, upon request, will consult with such persons to determine what method of communication works for them.

3. 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law or for reasons of safety, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- consult with the customer to determine if there is another reasonable and safe way of providing goods, services or accessing our facilities

September 12, 2016

4. 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.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making such a decision, we will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. 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.

6. Training

Glencore's employees will be trained on Glencore's Customer Service Policy and the requirements below by December 31, 2016, and all new employees will receive such training as part of their orientation with the company. Training will also occur when changes are made to our accessible customer services policies. Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- our policies related to 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 in accessing our goods, services or facilities

7. Feedback Process

We welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Customers who wish to provide feedback on the way we provide goods, services or facilities to people with disabilities, or for more information on this Accessibility Plan or for accessible formats of the Accessibility Plan, please contact:

Glencore Canada Corporation
100 King Street West, Suite 6900, P.O. Box 403
Toronto, ON M5X 1E3
(416) 775-1500
reception@glencore-ca.com

You can expect a response from us within 2 business days.

8. Notice of Availability of Documents

We will provide this document in an accessible format or with communication support, on request. 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 and, at no additional cost.