

## Accessibility Standard for Customer Service Policy Statement – Ontario Only

June 2014

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related Customer Service Standard introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of services. RHI Canada Inc. is committed to excellence in serving all direct customers and customers of clients, including people with disabilities.

RHI Canada Inc. will provide a service that allows people with disabilities to be treated with dignity, respect and provided equal opportunity to that which is given to others to access our goods and services. RHI Canada Inc. employees will allow a person with a disability to do things on his or her own without unnecessary help or interference. Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable the person to access goods or services.

RHI Canada Inc. will ensure that our employees are trained and familiar with various assistive devices that may be used by our customers with disabilities while accessing our goods and services or our client's customers.

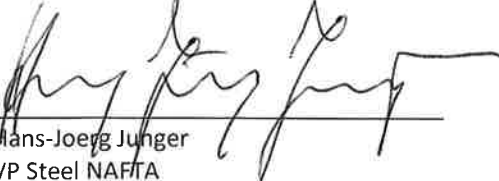
RHI Canada Inc. will communicate with people with disabilities in ways that take into account their disability.


RHI Canada Inc. welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. 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 all public areas.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, RHI Canada Inc. will promptly notify the customers or client. 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. The notice will be placed in a convenient and visible location.

RHI Canada Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Employees of RHI Canada Inc. within Ontario will be trained within the first 3 months of employment.

Customers who wish to provide feedback on the way RHI Canada Inc. and its subsidiaries provides goods and services to people with disabilities can provide feedback via email, in person, verbally or in writing. All feedback will be directed to the Human Resources Department and communicated with Senior Management.

  
Hans-Joerg Junger  
VP Steel NAFTA

  
Joseph Plunkett  
VP Industrial NAFTA

  
Phil Poulin  
General Manager – Secretary & Treasurer

  
Kelly Rekart  
Human Resources Manager