



Customer Service Instruction (Vale Canada Limited)

Base Metals – Human
Resources

Rev.: 03-12/09/2014

No. INS-7005-HRVNA

INTERNAL AND
EXTERNAL USE

Responsible Person: Manager, Human Resources Base Metals	Training Code: N/A
Target Audience: Customer facing employees in Ontario that provide goods and/or services to members of the public and/or third parties	Key words: AODA, Disability, Training, Communication, Accessibility

Purpose:

- Vale has adopted this instruction in the pursuit of providing customer service in a manner that respects the dignity and independence of persons with disabilities. All customer service provided by Vale shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet all applicable legislation regarding the provision of customer service.

Scope:

- This instruction applies to all Canadian business units operating within the province of Ontario where the business provides goods and/or services to the public and/or third parties.
- This instruction applies to all customer facing employees of Vale, and, where indicated to third parties that receive or participate in goods or services offered by Vale.

References:

- *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005, C 11
- Vale's Multi Year Accessibility Plan
- Accessibility Instruction (INS-7004-HRVNA)

Definitions:

- **Customer Facing Employees:** Customer Facing Employees is an employee of Vale that provides goods and/or services to members of the public and/or third parties.
- **Employees:**
 - **Permanent Employees:** Individuals who are hired as Regular Full Time employees onto the Vale payroll.
 - **Fixed term:** All Employees on Vale payroll who have a specific start and end of employment date (i.e. are not permanent) and are either Full-time or Part-time. This includes Casual Employees, Fixed Term Employees, students, interns, co-ops, trainees, etc.
 - **Customer:** An individual that purchases Vale's product, namely pellets and powder.
 - **Third Party:**
 - An individual that interacts with Vale employees as a visitor or a guest.
 - An outside party who receives a service from Vale employees.
 - Not a contractor or an employee.
- **Manager/Supervisor:** An individual who supervises the work performance of other employees.
- **Persons with Disabilities:** Any person that has a disability as defined under the Ontario *Human Rights Code* (e.g. an individual with a visual impairment, a hearing impairment, a mobility restricted individual, etc.)
- **Service Animals:** Animals specially trained to assist a person with a disability.

- **Support Persons:** Any person that accompanies and assists a person with a disability.

Application:**Service Animals**

Service animals can be used on our premises, except in areas where otherwise prohibited by law (e.g. food preparation areas) and subject to safety considerations. Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation.

Assistive Devices

An individual with a disability may use an assistive device, including such items as:

- Wheelchairs
- Walkers
- White Canes
- Note taking devices
- Portable magnifiers
- Assistive listening devices
- Personal oxygen tanks
- Devices for grasping

Vale shall accommodate individuals with disabilities requiring the use of Assistive Devices while such individuals attend on Vale property for the purpose of the receipt of a good or participation in a service.

Support Persons

Vale shall waive any applicable access fees to the premises and/or Company run events for a support person that accompanies a person with a disability. Unless there is a genuine safety concern, support persons can be used to accompany an individual with a disability while attending on Vale property for the purpose of the receipt of a good or participation in a service.

Feedback Process

Vale shall provide customers with the opportunity to provide feedback on the service provided to them. Feedback forms along with alternate methods of providing feedback such as, verbally, over the phone, through email will be available upon request. All customers will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Notice of Disruptions in Service

Vale will provide as much advance notice as is possible regarding any planned or unplanned disruption in service, or availability of accessible products / services.

Service Disruptions will be posted in writing at all entrances, and at the point of disruption. Where possible, we will make every effort to provide notice to customers over the phone, and on our website.

Training

Designated employees will be required to attend and complete all company provided Customer Service Accessibility Training.

Responsibilities**• Employees:**

Designated employees will be required to:

- Attend and complete Customer Service Accessibility Training.
- Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows for equal access to the specified products and services offered.
- Employ the skills and knowledge presented in the customer service accessibility training program to ensure that customers are served appropriately.
- Inform management of any issues regarding accessibility, or disruptions in service.
- Adhere to the Customer Service Accessibility Instruction at all times.
- Provide assistance to customers where necessary, and ensure that all walkways are kept clear at all times.
- Obtain consent from the customer in the event that confidential information must be shared with a support person

• HRBP:

- Support client groups in the administration of this procedure.

• HR Coordinator (Corporate and Ontario Operations)

- Arrange to have this instruction available in an accessible format if requested
- Provide customers and interested parties with a copy of this instruction upon request
- Ensure that designated employees are appropriately trained regarding the customer service accessibility act.
- Ensure that notice is provided for any disruption of service
- Collect and follow up on all customer feedback

• HR Coordinator (Corporate)

- Review this instruction on an annual basis, and revise where necessary.

Appendix:

- Notification of Disruption of Service Form
- Disruption of Service Notification
- Customer Service Feedback Form