



Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Commitment to Accessibility

Scepter Corporation is committed to creating and maintaining a barrier-free environment to ensure the full participation of all persons. To this end, Scepter will, where it is possible and reasonable to do so and does not cause undue hardship, alter existing policies or practices, adopt new policies or practices and make adjustments to the worksite.

Scepter Corporation is committed to providing equal access to our goods and services to all our current and potential customers, including those with any type of disability.

Our goal is to ensure that the Policy and related practices and procedures are consistent with the following four core principles:

- i. **Dignity-** Persons with a disability must be treated as valued customers who are as deserving of service as any other customer.
- ii. **Equality of Opportunity-** Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
- iii. **Integration-** Where possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer.
- iv. **Independence-** Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

As a third party provider of products, there is limited physical access by customers to our premises. However, to ensure access on-site at our Head Office, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

Service Animals

Any customer that requires a service animal will be allowed to have the service animal accompany him/her to any area within Scepter Corporation that are accessible to customers. Animals are considered service animals if:

- a. It is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b. The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee, every effort will be made to ensure that both the health and safety rights of the employee and the accessibility rights of the customer are met. If no solution can be reached to meet both goals, the health and safety of the employee will take priority and the Company will find an alternate meeting place.



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Support Persons

Any customer that requires a support person will be allowed to have the support person accompany him/her to any area within Scepter Corporation that are accessible to customers. Support persons are identified as such if:

- a. It is readily apparent that the person is providing assistive support to someone with a disability; or
- b. The person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support persons.

Assistive Devices

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Scepter realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Scepter's Human Resources Manager

Anyone who has a concern related to the AODA Policy or Programs may submit it in writing to Scepter's Human Resources Manager. Information given at any stage of the process will be kept strictly confidential, unless otherwise agreed to by the employee.

November 18, 2014

Scepter Canada Inc.

A handwritten signature in blue ink, appearing to read "Tania Reynolds", written over a horizontal line.

Tania Reynolds
Manager of Customer Service