ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

CUSTOMER SERVICE STANDARD

INTENT

Procter & Gamble's (P&G) purpose is to "provide branded products and services of superior quality and value that improve the lives of the world's consumers, now and for generations to come". As such Procter & Gamble is committed to "Touching and Improving More Consumers Lives in More Parts of the World…More completely". In support of our purpose, Procter & Gamble is committed to diversity. One of our guiding principles is "we show respect to all individuals". Procter & Gamble is committed to providing customer services in a manner that respects the dignity and independence of persons with disabilities.

The following policy details how P&G will meet that commitment.

1) PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

As part of our objective to "Touch and Improve More Consumers Lives in More Parts of the World…More Completely", P&G is committed to excellence in serving all customers including persons with disabilities. We will meet that commitment in the following ways.

a. Communication

P&G will communicate with persons with disabilities in ways that take into account their disability. Employees who deal with customers and consumers will be trained on how to interact and communicate with persons with disabilities.

b. Telephone Services

P&G is committed to providing accessible telephone services.

Employees communicating with customers by telephone are trained to use plain language and speak clearly. They are also familiar with telephone technologies intended for persons with disabilities specifically having been trained in handling tty (teletypewriter) callers.

c. Assistive Devices

Persons with disabilities may use their assistive devices in accessing our goods and/or services. We will ensure that our employees are familiar with various assistive devices that may be used by customers with disabilities.

d. Billing

P&G is committed to providing accessible invoices to all customers. For customers who have visual disabilities and need to view invoices in a larger font, we will have two available options. If the customer is currently set up for paper invoicing, the Customer Service (CS) Representative will instead send the invoice in a PDF format via email. If emailing is not an option, the CS Rep will have the customer set up on the Web Order Management (WOM) tool where they can view their invoices in a PDF format. Once the PDF is open, the customer can manipulate the document in the way they want (increase or decrease the size of the document). The CS Rep will provide further training to the customer on how to manipulate the document if necessary.

2) USE OF SERVICE ANIMALS AND SUPPORT PERSONS

a. Service Animals

Persons with a disability that are accompanied by a service animal and that are authorized or invited to enter P&G premises may keep the animal with them if the animal is not otherwise excluded by law. While visiting P&G, it is the responsibility of the person with a service animal to control the animal at all times.

Alternative arrangements will be made when an employee expresses an allergy to animals. For example the meeting can be held outside of P&G offices or in a common area.

b. Support Person

Persons with a disability that are accompanied by a support person and that are authorized or invited to enter P&G premises, may have access to that support person at all times. P&G may require a person with a disability to be accompanied by a support person while visiting P&G premises to ensure the safety of the person with a disability and/or employees of P&G.

No issues related to privacy will be discussed in the presence of a support person, unless the person with the disability provides express authorization. The support person may be required to sign a Confidential Disclosure Agreement (CDA).

3) NOTICE OF TEMPORARY DISRUPTION

P&G will make all reasonable effort to provide customers with notice in the event of disruption in the services used by customers with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services if available.

P&G will ensure that the signs and notices will be clearly laid out, of sufficient size and easily readable.

4) TRAINING

All employees who interact with customers with disabilities and those employees involved in the development and approvals of the Customer Service Policy will receive training as required by the Customer Service Standard of AODA. In addition, training will be provided to new employees and those entering roles that interact with customers

Training will include:

a. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005
b. The requirements of the Customer Service Standard , AODA
c. How to interact and communicate with persons with various disabilities
d. How to interact with persons who use assistive devices or require the assistance of a service animal or a support person.

5) FEEDBACK PROCESS

P&G expects to meet or surpass customer expectations while serving customers with disabilities. Comments on our services are welcomed and appreciated.

Feedback regarding the delivery of goods or services to persons with disabilities can be made by phone, in person, email or other reasonable method.

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6) MODIFICATIONS TO THIS POLICY

P&G is committed to developing Customer Service Policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

7) QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has any questions about this policy, or if the purpose of this policy is not understood, an explanation will be provided by or referred to *Natasha Nicholas, HR.*