

---

## STATEMENT OF COMMITMENT and CUSTOMER SERVICE PLAN ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

BEACON ROOFING SUPPLY CANADA COMPANY is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

BEACON ROOFING SUPPLY CANADA COMPANY is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause undue hardship.

We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

- **Training of staff** on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suit the duties of employees and staff members including training on **assistive devices** if they become applicable at any of Beacon's locations.
- **Communication** will be handled in a way that is best suited for the person's disability and when asked we will provide information and materials in accessible format.
- **Consulting** with people with disabilities to determine their information and communication needs.
- **Service animals and support persons** are welcome in areas that are open to the public.
- **Accommodations** upon request will be made during the recruitment, hiring and assessment process. We will provide, if needed, customized workplace emergency information to employees with a disability. We will take into account the accessibility needs of the employees with disabilities during performance management, career development and redeployment processes.
- **Accessibility improvements** will be made to our locations as required by the Accessibility Standards when building new or making major modifications.
- **Feedback** from our customers will be directed to our Human Resources department and they may call direct 1-514-642-8998 extension 231 or via email [canadahr@becn.com](mailto:canadahr@becn.com). Customers can expect to hear back within 5 business days.
- **Notice of temporary disruption** will be given to any customers who are invited to our premises in advance of any planned or unexpected disruption to services or facilities for customers with disabilities.

---

DARTMOUTH • QUÉBEC • TROIS-RIVIÈRES • MONTRÉAL • DELSON • OTTAWA • PETERBOROUGH • WHITBY • CONCORD • MISSISSAUGA  
CAMBRIDGE • LONDON • SASKATOON • REGINA • EDMONTON • CALGARY • SURREY • COQUITLAM • KELOWNA