

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

| | | |
|--|--|------------------------|
| Organization category * Business / non-profit | Number of employees range * 20-49 employees | Reporting year 2017 |
|--|--|------------------------|

Business details

| | |
|---|---|
| Organization legal name * Behr Process Canada Ltd. | Number of employees in Ontario * Help 42 |
|---|---|

Business number (BN9) * [Help](#)
124211558

Check if operating/business name is same as legal name

| | |
|--|---|
| Organization operating/business name Behr Process Canada Ltd. | Language preference for communications * English |
|--|---|

Sector that best describes your organization's principal business activity * [Help](#)
48-49 - Transportation and warehousing

| | |
|--|--|
| Subsector (if possible) 493 - Warehousing and storage | Industry group (if possible) 4931 - Warehousing and storage |
|--|--|

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country * Canada USA International

Type of address * Street address Street address served by route Other

| | | | |
|--------------------------|---|-------------------------|----------------------------|
| Unit number | Street number * 2750 | Street name * Centre | |
| Street type Avenue | Street direction NE (Northeast/Nord-est) | City * Calgary | Province * AB (Alberta) |
| Postal code * T2C 4G8 | | | |

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

Check if business address is same as mailing address

Country * Canada USA International

Type of address * Street address Street address served by route Other

| | | | |
|--------------------------|---|-------------------------|----------------------------|
| Unit number | Street number * 2750 | Street name * Centre | |
| Street type Avenue | Street direction NE (Northeast/Nord-est) | City * Calgary | Province * AB (Alberta) |
| Postal code * T2C 4G8 | | | |

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category [Business / non-profit](#)Number of employees range [20-49](#)Filing organization legal name [Behr Process Canada Ltd.](#)Filing organization business number (BN9) [124211558](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Provide accessible customer service

1. Does your organization permit people with disabilities who are accompanied by a guide dog or service animal to keep the animal with them, unless otherwise excluded by law? *
- Yes No

[Read O. Reg. 191/11 s.80.47: Use of service animals and support persons](#)

[Learn more about your requirements for question 1](#)

Comments for question 1

2. If a person with a disability is accompanied by a support person, does your organization ensure that the persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on your premises? *
- Yes No

[Read O. Reg. 191/11 s.80.47\(4\): Use of service animals and support persons](#)

[Learn more about your requirements for question 2](#)

Comments for question 2

3. Does your organization ensure that the required persons receive training on the accessibility standards for customer service? *
- Yes No

[Read O. Reg. 191/11 s.80.49: Training for staff](#)

[Learn more about your requirements for question 3](#)

Comments for question 3

4. Has your organization established a process for receiving and responding to feedback on the accessibility of its customer service and does it make information about the feedback process readily available to the public? * Yes No

[Read O. Reg. 191/11 s.80.50: Feedback process for providers of goods or services](#)

[Learn more about your requirements for question 4](#)

Comments for question 4 [Manual process in 2017 will be automated in 2018, on website](#)

5. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Customer Service Standard? * Yes No

[Read O. Reg. 191/11: Part IV.2: Customer Service Standard](#)

[Learn more about your requirements for question 5](#)

Comments for question 5 [Expected to be published on Dec 4, 2017](#)

| | |
|---|---|
| Organization category Business / non-profit | Number of employees range 20-49 |
| Filing organization legal name Behr Process Canada Ltd. | |
| Filing organization business number (BN9) 124211558 | |

Fields marked with an asterisk (*) are mandatory.

D. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization may be audited to verify compliance.

E. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Accessibility Directorate to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that I have the authority to bind all organizations specified in Section A of this form, *

I certify that all the required information has been included in this report, and, *

I certify that the information in this report is accurate. *

Certification date (yyyy-mm-dd) * [2017-12-01](#)

Certifier information

| | | | |
|--|------------------------------|------------------------|--|
| Last name * | | First name * | |
| Bilodeau | | Helene | |
| Position title * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Manager, Human Resources | 403 273-0226 | 5228 | |
| Email * | Alternate phone number | Extension | Fax number |
| hbilodeau@behr.com | 403 389-4270 | | 403 273-1128 |

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

| | | | |
|--|------------------------------|------------------------|--|
| Last name * | | First name * | |
| Bilodeau | | Helene | |
| Position title * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Manager, Human Resources | 403 273-0226 | 5228 | |
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