

BLACKROCK®

Canada Customer Service Accessibility Policy

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Document Owner(s):

- Human Resources

1. Providing Goods and Services to People with Disabilities

The mission of BlackRock, Inc. and its affiliates (“BlackRock”) is to create a better financial future for our clients. In fulfilling our mission, BlackRock strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

BlackRock is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as set out below.

This policy applies to all BlackRock employees in Ontario and was developed in compliance with BlackRock’s obligations under the *Accessibility for Ontarians with Disabilities Act*.

2. Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3. Emergency Information and Procedures

We are committed to providing customers with publicly available emergency information in an accessible way upon request.

4. Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail, TTY, and relay services if telephone communication is not suitable to their communication needs or is not available.

5. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

6. Billing

We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

7. Service Animals And Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter BlackRock's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

8. Notice of Temporary Disruption

BlackRock will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

9. Training for Staff

BlackRock will provide training to all employees, volunteers and other staff members who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided within three weeks after staff commences their duties.

Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices , e.g. TTY, wheelchair lifts, etc., available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing BlackRock's goods and services
- BlackRock's policies, practices and procedures relating to the customer service standard

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

10. Feedback Processes

BlackRock welcomes and appreciates comments from customers on how well their expectations are being met. BlackRock will ensure that the feedback process is accessible to persons with disabilities upon request.

Feedback regarding the way BlackRock provides goods and services to people with disabilities can be made by e-mail, verbally, or telephone. All feedback, including complaints, will be directed to the Canada Business Manager. Customers can expect acknowledgement within 5 business days and a formal response within 90 days.

11. Modifications to this or other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

12. Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, questions may be directed to the [Chief Operating Officer](#) or [Chief Compliance Officer](#).