

Accessibility Statement

General

Bazan Group views providing accessibility to people with disabilities as an important, essential value, and an inseparable part of proper social and community equality and responsibility.

Providing accessibility enables people with disabilities and older people to browse the web at the same level of effectivity and enjoyment as all other users.

Accessibility Coordinator

Name: David Ravsky

E-mail: negishut@bazan.co.il

Telephone: 04-8788216

Mailing address: Refineries, PO Box 4, Haifa, 31000, Israel.

Note: Email correspondence is preferable to post.

Important: In any correspondence by email or letter, please note in the subject that the correspondence is regarding accessibility.

Accessibility Arrangements

Information about Website Accessibility

This website meets the requirements of the Equal Rights For Persons With Disabilities Regulations (Service Accessibility Adjustments), 2013. The accessibility adjustments were performed according to the recommendations of Israeli Standard (IS) 5568 for making Internet content accessible at a level of AA, and according to international standard WCAG 2.0.

Please note that despite our efforts to make all pages on the website accessible, there may be parts of the website that are not yet accessible. We are continuing our efforts to improve the accessibility of the website,

as part of our commitment to making it usable for the entire population, including people with disabilities. In the event that you have found an error or discovered inaccessible information, please contact the Accessibility Coordinator.

Browsers - This website is supported by the most updated version of the popular browsers, and can also be viewed from mobile phones. For optimal usage, view in Google Chrome.

Website Structure - Built for convenient and clear navigation, the menus are in list form, for easy, simple, and quick browsing.

Content - The Company strives to write content that is clear, straightforward, and lucid.


Enlarging the Website - Users who have vision impairment and would like to enlarge their view of the website can do so by holding down the Control key and the plus key simultaneously (CTRL+). Pressing these two keys will enlarge the display by 10% each time they are pressed. In order to minimize the display, hold down the Control key and the minus key simultaneously (CTRL-).

Operating the Website Using a Keyboard - Users who have difficulty using a mouse can browse the website using a keyboard. Clicking the Tab key repeatedly will move the cursor from link to link on the page. Clicking Enter will open the highlighted link, and Esc will close the menus and windows.

Supporting Assistive Technologies - This website is an accessible website adapted for viewing by people with disabilities, and it supports screen reading technology. In order to ensure the accessibility of the content on the website, this website was checked using the NVDA screen reader software.

How to Easily Browse the Website



The full accessibility menu on the website is located at the  icon, which can be found in the upper corner of the screen.

In order to turn the accessibility menu on or off, hold down the following keys:

Alt + 1 to reach the main menu.

- Alt + 2** to reach the main content zone.
- Alt + 4** to search the website.
- Alt + 7** to contact us.
- Alt + h** to reach the home page.
- Alt + 1** to reach the accessibility menu.
- Tab** to move the cursor to different elements on the page.
- Shift + Tab** to go back to different elements.

If you are using Firefox as your browser, press Shift as well as Alt and the digit.

Accessibility of the Call Center - Call Forwarding

- The Bazan call center is available to anyone interested in contacting us by phone, during regular work hours.
- The operator at the call center has been trained to provide accessible service by phone.
- The phone number of the call center is 04-8788111.
- Call forwarding - is provided in simple language, at a slow pace, without background music.
- An alternative to contacting us by phone is to contact us by email, as specified below in the section entitled "Contact Us Regarding Accessibility."

Accessibility at the Bazan Complex

Accessibility Adjustments at the Complex (in areas open to guests, as necessary):

- Parking spaces for the disabled
- Accessible entrance
- Restrooms for the disabled
- Clear signs and information as necessary
- An accessible reception desk including audio accessibility technology

Notes

- We request that visitors arriving with a companion arrange an entrance permit in advance for the companion as well. This also applies to visitors who come with a driver, in the event that they do not drive themselves.

- Visitors with a handicapped parking permit can enter with their cars and park in the public handicapped spaces. Please provide the vehicle's information in advance and present the handicapped parking permit at the entrance.
- Entry with service dogs - Please note when coordinating your visit that entry with a service dog will be required. The request will be considered pursuant to the purpose and nature of the visit.
- In the event of special accessibility requests, please mention them in advance when coordinating your visit.

The Bazan Group complex is a closed industrial site where industrial operations take place to manufacture fuels and petrochemical industrial products. No operations take place in the complex that provide any service whatsoever to the public. Arrival at the complex is by prior coordination only, further to an invitation and security clearance. (For the visitor center - see separately).

All guests (with or without disabilities) who enter and visit the Bazan complex must be accompanied by a Bazan representative throughout their entire visit. The Bazan representative will accompany the invited guest to the areas where visiting is permitted (and which are accessible, if necessary). For security reasons, some of the areas of the complex are not open to visitors.

Accessibility of the Visitor Center

The visitor center has been closed since July 2020. There is still no foreseeable date for its reopening.

Accessibility arrangements at the visitor center will be published prior to its future opening.

Accessibility Training

Bazan Group trains relevant employees via designated training sessions, which cover the following topics:

- Primary principles of accessible service.

- Different types of disabilities and their possible manifestations.
- Proper behavior rules toward people with disabilities when providing service.
- Proper behavior rules at different Bazan service locations.

Contact Us

Improvement Suggestions:

Have a suggestion for an improvement? Interested in receiving additional information regarding accessibility at Bazan Group? Have a complaint? You are welcome to contact our accessibility team at Bazan.

Suggestions for accessibility improvements, and any accessibility issues you may have, can be sent by email to negishut@bazan.co.il

Important! In any correspondence by email or letter, please note in the subject that the correspondence is regarding accessibility.

Accessibility Problems While Browsing

If you encounter a problem while browsing that is related to accessibility or requires assistance, please contact us by email at cira@bazan.co.il

Accessibility statement updated on:

Oct. 29, 2020