



ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Greenstone Gold Mines is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

COMMUNICATION

Greenstone Gold Mines is committed to dealing with all individuals, including persons with disabilities and we will communicate with persons with disabilities in ways that take into account their disability.

ASSISTIVE DEVICES

We will ensure that our employees, and other individuals who interact with the public on our behalf, are trained on dealing with vendors, clients or third parties with disabilities who use assistive devices.

SUPPORT PERSONS

Persons with disabilities may enter our premises with a support person and may have access to that support person while on the premises. We may require persons with disabilities to be accompanied by a support person when on our premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

SERVICE ANIMALS

Persons with disabilities may be accompanied by a guide dog or other service animal on the parts of our premises that are open to the public, except if the service animal is excluded by law. In the event that a service animal is excluded by law from our premises, we will provide other resources or support to enable the person with disabilities to access our services and goods.

NOTICE OF TEMPORARY DISRUPTION

Greenstone Gold Mines will notify vendors, clients, third parties and other visitors in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. The notices will be posted at our public entrances, or communicated by such method as is reasonable in the circumstances.

TRAINING FOR STAFF

Greenstone Gold Mines will train its employees and other individuals who provide services to the vendors, clients, third parties or the public on our behalf. Every person who participates in developing our policies, practices and procedures relating to providing services to members of the public or other third parties will also receive training. The training will be provided as soon as practicable after an employee or other individual commences his or her duties and will include the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Greenstone Gold Mines's plan relating to the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use or access any equipment or devices available on our premises or otherwise that may help with the provision of services to persons with disabilities; and
- What to do if a person with a particular type of disability is having difficulty in accessing our services.

We will provide training on an on-going basis when changes are made to our policies, practices and procedures governing the provision of goods or services to persons with disabilities.

FEEDBACK PROCESS

Greenstone Gold Mines welcomes any feedback regarding the methods we use to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise to Lindy Beaudoin, Human Resources Manager, 2381 Bristol Circle, Suite B203, Oakville, ON, L6H 5S9 (647) 829-3134, lindy.beaudoin@ggmines.com. Every complaint received will be reviewed. Where possible, issues will be addressed. If a complaint cannot be addressed, the complainant will be advised.

MODIFICATIONS TO THIS OR OTHER POLICIES

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered. Any policy of Greenstone Gold Mines that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.