# WESDOME GOLD MINES LTD.
# ACCESSIBLE CUSTOMER SERVICE POLICY MADE UNDER ONTARIO REGULATION 191/11

## PURPOSE

At Wesdome Gold Mines Ltd. (the "**Company**"), we are committed to providing exceptional customer service to all of our customers in addition to ensuring that our workspace is accessible to all customers and employees. Making services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our 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 services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

This Policy establishes our commitment to accessible customer service under the Accessibility for Ontarians with Disabilities Act, 2005 and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations (the "**IASR**"). This policy outlines our strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR.

The Accessibility Policy will be publicly available, including in an accessible format upon request. The Accessibility Policy will be reviewed and updated, if applicable, at least once every five years.

## APPLICATION

This Accessibility Policy (the "**Policy**") applies to all of our employees and managers, and to any third parties (e.g., contractors) who we may arrange to provide our goods and services on our behalf. This Policy applies to the extent that members of the public interact with our representatives directly and are able to directly access our services, products, and premises.

**Core Principles**

The Company will make every effort to ensure that this policy and related practices and procedures are consistent with the following four core principles:

- *Dignity:* Persons with Disabilities must be treated as valued customers as deserving of service as any other customer.
- *Equality of Opportunity:* Persons with Disabilities should be given an equal opportunity to obtain, use and benefit from the Company's goods and services.
- *Integration:* Wherever possible, persons with Disabilities should benefit from the Company's goods and services in the same place and in the same or in a similar manner as any other customer. In circumstances where integration does not serve the needs of persons with Disabilities, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

- *Independence:* Goods and services must be provided in a way that respects the independence of persons with Disabilities. To this end, the Company will always be willing to assist persons with Disabilities but will not do so without express permission.

## DEFINITIONS

**Accessible Format(s):** means formats that are an alternative to standard print and are accessible to persons with Disabilities. Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with Disabilities.

**Assistive Device(s):** means any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, screen reader, listening device or cane.

**Communication Support(s):** means supports that persons with Disabilities may need to access information. Communication Supports may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

**Disability or Disabilities: means:**

a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a Guide Dog or other animal, or on a wheelchair or other remedial appliance or device;
b) A condition of mental impairment or developmental disability;
c) A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
d) A mental disorder; or
e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Employee(s):** means All employees and volunteers (paid and unpaid, full-time, part-time and contract positions)

**Guide Dog(s):** means a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, 1990 to provide mobility, safety and increased independence for people who are blind.

**Service Animal(s):** an animal is a Service Animal for a person with a Disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her Disability; or

- The person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the Disability.

**Support Person(s):** means an individual hired or chosen by a person with a Disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

## COMMUNICATION

The Company is committed to making company information and communications accessible to persons with disabilities. When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train any staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

## ASSISTIVE DEVICES

People with disabilities are welcome to use their assistive devices (e.g., white cane, wheelchair, hearing and visual aids) to access or use our facilities and obtain our services, to the extent that those facilities and services are made available and accessible to the general public. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our services. We will also ensure that staff know how to use assistive devices that are available for customers on our premises.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on the Company's premises, we will make our best efforts to remove that barrier. If we are not able to remove the barrier, we will ask the individual with the Disability how he/she can be accommodated, and what alternative measures would enable equal access to the Company's goods and services and the Company will make its best effort to provide the individual with alternative means of assistance.

## SERVICE ANIMALS AND SUPPORT PERSONS

People with disabilities who are accompanied by a service animal are welcome on all parts of our premises that are open to the public and other third parties. Customers may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access our services. If a Guide Dog or Service Animal must be excluded from the premises, the Company will provide the individual with the reasons for the exclusion and explore alternative ways to meet the individual's needs.

If it is not readily apparent that the animal is a Service Animal, the Company may request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her Disability.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities 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.

The Company may require persons with Disabilities to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a Disability or the health and safety of others on the premises. Before making this decision, we will: (a) consult with the person who has a disability regarding their needs; (b) consider the health and safety reasons based on available evidence; and (c) determine whether there is another reasonable way to protect the health and safety of the person who has a disability or others on the premises. If a Support Person is required, we will waive any admission fees or fares for the Support Person.

## NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, the Company will post a notice 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 or near the affected facility or service and/or through other means (e.g., website) where necessary.

## TRAINING FOR STAFF

The Company is committed to providing training on the requirements of the accessibility standards referred to in the *IASR* and on the *Human Rights Code*, as it pertains to persons with disabilities. We will provide training to all Company employees, all persons who are involved in the development and approval of Company policies, and all other persons who provide goods, services, or facilities on behalf of the Company. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices, and procedures.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* 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 various assistive devices available on our premises, if any;
- What to do if a person with a disability is having difficulty in accessing our facilities and services; and
- The Company's policies, practices and procedures relating to the customer service standard.

## QUESTIONS

We welcome any feedback on the services we provide and the accessibility of our facilities from people with disabilities. The Company will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of

accessible formats and communication supports, upon request and in a timely manner. Please send your comments to the following:


**Mail** Wesdome Gold Mines

**Attention** Human Resources Department

220 Bay Street, Suite 1200

Toronto, Ontario

M5J 2W4

**Phone** (416) 360-3743

**Fax** (416) 360-7620

**Contact us** hr.resumes_corporate@wesdome.com


The Company will respond to feedback within a reasonable amount of time from receipt of the feedback.

**Note**: Copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.

## COMMUNICATION OF THE POLICY

To ensure that all Wesdome Representatives are aware of the Policy, a copy will be made available on the Company's website at www.wesdome.com, and all Wesdome Representatives will be informed whenever significant changes are made. New Wesdome Representatives will be provided with a copy of this Policy upon joining or being retained by the Company and will be educated about its importance.

## REVIEW AND APPROVAL

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| OWNER<br>Human Resources | ADOPTED<br>March 2024 |
| POLICY TYPE<br>Human Resources | LAST REVIEWED AND APPROVED<br>March 2024 |
| POLICY NO.<br>HR-005 | REVIEW SCHEDULE<br>Once every five (5) years or sooner |