



Accessible Service Provision Policy

Purpose

Impala Canada strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Impala Canada is also committed to ensuring that persons with disabilities receive accessible goods and services of the same quality that others receive. This Policy has been prepared in accordance with the compliance requirements of the Accessibility for Ontarians with Disability Act, 2005 and outlines what people may expect from Impala Canada in regard to this Act. This Policy is intended to accommodate all persons with disabilities, as defined in the Ontario Human Rights Code, and to ensure all persons with disabilities will be treated with dignity, integration, independence and equal opportunity when receiving goods and services from Impala Canada.

Scope

This policy applies to all employees, contractors and consultants of Impala Canada who deal with members of the public or other third parties on behalf of the Company, and every person who participates in developing policies, practices and procedures relating to the provision of goods and services at the Company.

Responsibilities

The Director, Human Resources will have the overall responsibility for this Policy.

Managers at each work location will be responsible for the administration of this Policy.

All employees who deal with members of the public or other third parties on behalf of Impala Canada will be responsible for ensuring adherence to this Policy.

Assistive Devices

Impala Canada is committed to serving persons with disabilities who use assistive devices in order to obtain, use or benefit from the goods and services provided by the Company. Assistive devices, such as wheelchairs, are permitted at all Company locations that are open to the public or other third parties. Impala Canada will ensure that employees are trained and familiar with the use of various assistive devices.

Access Granted to Service Animals

Persons with disabilities may bring their service animal into the areas of Impala Canada's premises that are open to the public or other third parties. Impala Canada will ensure that all employees and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal. A service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Access Granted to Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter the areas of Impala Canada's premises that are open to the public or other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on Impala Canada's premises. When support persons are required (e.g. sign language interpreters) for meetings sponsored by Impala Canada, employees will work to facilitate arrangements for those support persons. Fees will not be charged to support persons should they accompany a person with a disability to any area of Impala Canada that is open to the public or other third parties. All individuals with support persons are requested to inform the Human Resources Department prior to their visit to allow the Company to make the appropriate arrangements to accommodate both individuals.

Communication Process

Impala Canada employees will communicate with persons with disabilities in ways that take into account their individual needs. Persons with disabilities will be able to effectively communicate with Impala Canada for purposes of using, receiving and requesting goods, services and facilities.

Impala Canada will train staff who communicate with members of the public or other third parties on appropriate interactions and means of communication with persons with various types of disabilities.

Feedback Process

The ultimate goal of this Policy is to meet goods and services delivery expectations while responding to the requests of individuals with disabilities. Comments regarding how well Impala Canada is meeting those expectations are welcome and appreciated. Feedback about this Policy or its implementation may be submitted:

- By phone: (416) 360-7590
- In person: Attention: Director, Human Resources
69 Yonge Street, Suite 700
Toronto, Ontario

- OR -

Attention: Director, Human Resources
1136 Alloy Drive, Suite 100
Thunder Bay, Ontario
- By mail: Impala Canada
69 Yonge Street, Suite 700
Toronto, Ontario M5E 1K3
- Online at: www.impalacanada.com
- By email: accessibility@impalacanada.com

Accessibility Feedback Forms are available online or in person from the Human Resources Department and/or at reception. All feedback will be directed to the Director, Human Resources and will be reviewed for possible action that can be taken to improve the services outlined. Where possible, complaints will be addressed immediately. However, complaints that are reviewed for action may take longer to address. Individuals who choose to offer feedback can expect acknowledgement of the receipt of feedback within five (5) business days. This acknowledgement will indicate how the matter will be addressed and when the individual might be notified of the outcome. The Company will follow-up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome.

Responses made by Impala Canada in regard to feedback given will be delivered in a format that is accessible and responsive to the needs of each individual. The Company will respect the privacy of anyone who offers feedback.

Notice of Temporary Disruptions

Impala Canada will provide notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last and a description of any alternative facilities or services available (where applicable).

The notice will be placed at all public entrances of the facility disrupted. Depending on the nature of the disruption, notice will also be provided via email and/or outgoing telephone messages as well as on Impala Canada's website. This notice will be provided in accessible formats.

Training on Accessibility Standards

Impala Canada will provide training on Accessibility Standards for Customer Service, Ontario Regulation 429/07 to every employee, contractor and consultant who deals with members of the public or other third parties on behalf of the Company. Training will also be provided for every person involved in the development of policies, practices and procedures regarding the provision of goods and services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he/she is assigned applicable duties.

Training will include:

- an overview of the Accessibility for Ontarians with Disability Act, 2005 and the customer service standard requirements;
- Impala Canada's plan to create an accessible standard for all customers;
- how to communicate and interact with people with disabilities;
- how to interact and assist people with disabilities that require the assistance of a service animal or a support person or use of an assistive device; and
- what steps to take if a person with a disability is experiencing difficulty accessing Impala Canada's goods and services.



Accessibility Feedback Form

Impala Canada is committed to providing goods and services in a way that respects the dignity and independence of persons with disabilities. Your feedback will be used to ensure that Impala Canada's policies and procedures continue to provide the best service for all our customers.

Once completed, please submit this form to accessibility@impalacanada.com, fax it to (416) 360-7709 or mail it to Impala Canada, Attention: Director, Human Resources, 69 Yonge Street, Suite 700, Toronto, Ontario, M5E 1K3, Canada.

Should you prefer to provide verbal feedback, you may instead speak with the Director, Human Resources by calling (416) 360-7590.

1. Impala Canada location that was visited or with which communication was initiated:

☐ Corporate Office

☐ Thunder Bay Office

☐ Mine Site

☐ Other: _____

2. Date of interaction (dd/mm/yyyy):

3. Time of interaction: a.m. / p.m.

4. Was service provided to you in an accessible manner?

☐ Yes ☐ No

5. If you answered "No" to question #4, please explain:

6. What could we do to make our goods and services more accessible to you?

7. Would you like to be contacted with an acknowledgement of the receipt of feedback?

☐ Yes ☐ No

8. If you answered 'Yes' to question #7, please provide contact information below. Please indicate with a checkmark, the method that you prefer to be contacted.

Name: _____

Address: _____ ☐ Preferred Contact

Telephone: _____ ☐ Preferred Contact

Email: _____ ☐ Preferred Contact

The personal information you have provided on this form will be used solely for the purpose of responding to your feedback. Please contact Impala Canada, Director, Human Resources if you have any questions or concerns about the use and disclosure of your personal information.

Thank you for taking the time to share your feedback with us. All feedback will be directed to the Director, Human Resources. You may expect acknowledgement of the receipt of your feedback within five business days. If applicable, we will also explain how your feedback will be used.