

	CORPORATE SYSTEM STANDARD			
	Accessibility Standards for Customer Service			
New N°: PCS-00-18-000-001	Old N°: PCS-00-18-000-001	Review: 01	Date: 12/01/2014	Pages 4

1. Purpose

The *Accessibility Standards for Customer Service, Ontario Regulation 429/07* was enacted on January 1, 2008. It is the first accessibility standard implemented under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This regulation is an important step to create a barrier-free and accessible Ontario by 2025.

The purpose of this policy is to:

- promote Yamana’s compliance with the Act; and
- promote a culture that is aware of our obligations to make Yamana accessible to the people with disabilities.

Yamana strives at all times to provide services in a way that respects the dignity and independence of people with disabilities.

2. Scope

This policy applies to:

- All Yamana’s full time, part time and contract employees;
- All Yamana’s consultants, volunteers, agents and others who deal with the public or other third parties on behalf of Yamana; and
- All individuals who participate in the development of Yamana’s policies, practices and procedures that govern the provision of goods and services to members of the public.

For the purpose of this policy, all individuals described in a) through to c) above are collectively referred to as “employees”.

3. Definitions

Assistive Devices: According to the *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07*, products or services that can help an individual carry out daily activities with greater ease and independence, such as a walker, a white cane used by a blind person or a person with low vision, a note-taking device, a personal oxygen tank, TTY(Telephone Teletype), or an amplification system.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

Disability: According to the Ontario Human Rights Code and referenced by the AODA, disability means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness

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Human Resources	Director, HR Programs & Policies and Director Legal Counsel	Senior Vice-President Human Resources and Senior Vice President, General Counsel and Corporate Secretary

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and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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,

- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Disabilities may differ in severity, may be visible, invisible, and have effects which may come and go.

Feedback: Any comments, compliments, suggestions or complaints, provided to Yamana by its visitors.

Regulation: A rule of a legal nature that the Cabinet, with approval of the Lieutenant Governor in Council, makes and approves under the power of the AODA.

Service Animal: Any animal used by a visitor with a disability for reasons relating to the disability where it is readily apparent or informed that the animal is used by a customer for reasons relating to his or her disability; or where the customer provides a valid identification card or training certificate from a recognized guide dog or service animal training school.

Standard: According to the AODA, sets out what a person or organization must do to achieve accessibility for people with disabilities to whom the standard applies.

Support Person: According to the *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07*, in relation to a person with a disability, another person who accompanies him or her in order to assist with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member of the person with a disability.

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4. Roles and Responsibilities

Yamana's Legal Department:

- Developing and approving this policy;
- Reviewing and amending this policy to ensure ongoing compliance with AODA requirements;
- Providing advice and direction;
- Implementing this policy.

Yamana's Human Resource Department:

- Ensuring Yamana employees are informed and understand this policy through training, as required, from time to time;
- Ensuring that Yamana employees are informed of and trained on this policy at the time of hire;
- Monitoring current practices and staff performance to ensure compliance with this policy;
- Applying necessary corrective actions in conjunction with the Legal Department, due to any non-compliance.

Yamana's Employees/Stakeholders:

- Ensuring that they understand the intent of this policy;
- Complying with the provisions of this policy;
- Reporting any non-compliance incidents if observed at Yamana;
- Completing all necessary training provided by Yamana.

5. Process

1. Communication

Yamana employees must be informed as to how to interact and communicate with individuals with disabilities and consider individual's disability when interacting and communicating with a person with a disability.

2. Format of Documents

Upon request, documents will be provided to individuals in an alternative format that will take into account the person's disability such as external website.

3. Use of Assistive Devices

Yamana recognizes that some individuals with disabilities use their own personal assistive devices and will permit and accommodate such devices when visiting the premises. Yamana will ensure that our employees are trained and familiar with various assistive devices that may be used by individuals accessing our premises.

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4. Support Persons

If a person with a disability is accompanied by a support person, Yamana will ensure that the person with a disability will have access to the support person while on the premises.

5. Use of Service Animals

Yamana will ensure that a person with a disability who is accompanied by a service animal is permitted to enter Yamana premises and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, other measures will be considered to ensure that the person with a disability is able to enter Yamana premises in a safe manner. Yamana will also ensure that all employees dealing with the public are properly trained in how to interact with an individual with disabilities who are accompanied by a service animal.

6. Notice of Disruptions in Services and Facilities

When possible, Yamana, as soon as made aware, shall give notice to a visitor that requires accessibility if there is a temporary or planned disruption with an alternative service, if any.

7. Feedback, Questions and/or Concerns

Feedback regarding the way Yamana provides accessibility to people with disabilities will be welcomed in writing or by email to the legal department. Feedback will be forwarded to the appropriate department/individual for review and actions.

8. Training

8.1 Yamana will ensure that all employees and consultants are trained in the AODA Accessible Customer Service segment and trained on an ongoing basis in connection with changes in Yamana's policies, practices and procedures. The training will also be provided as part of the onboarding training to new employees.

8.2 The training will include the following topics:

- Review of the purposes of the AODA and the requirements of Ontario Regulation 429/07;
- How to interact and communicate with people with various types of disabilities;

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- How to interact with people with disabilities who use an assistive device, service animal or a support person;
- What to do if a person with a particular type of disability is having difficulty accessing Yamana’s premises;
- Yamana’s policies and procedures when dealing with people with disabilities.

9. Telephone Services

Yamana will ensure that employees that deal with the public are trained on communicating with individuals with disability over the telephone in clear and plan language and to speak clearly and slowly.

Appendix – Reference Documents

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Human Rights Code (R.S.O. 1990, Chapter H19)
- Accessibility for Ontarians with Disabilities Yamana Plan and Training materials

Policy Revision History

Number	Date	Change description
01	12/01/2014	Policy review

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Human Resources	Director, HR Programs & Policies and Director Legal Counsel	Senior Vice-President Human Resources and Senior Vice President, General Counsel and Corporate Secretary