



Customer Service Accessibility Policy

Commitment to Accessibility

We at Generation Capital Limited (the "Company") are committed to providing a barrier-free environment for our customers. The objective of this policy (the "Policy") is to ensure we meet the requirements of provincial accessibility legislation (all such legislation, as amended from time to time, the "Applicable Legislation"). We are committed to developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities.

The Company strives to provide its 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 goods and services as other customers and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Scope

This Policy applies to the Company's sole operations in Ontario.

Core Principles

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following principles:

1. *Dignity*: Persons with a disability must be treated as valued customers as deserving of service as any other customer.
2. *Equality of Opportunity*: Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
3. *Integration*: Wherever possible, persons with a disability should benefit from our goods and services in the same or similar place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
4. *Independence*: Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.



Policy

The Company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as follows:

1. Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train applicable Company personnel on how to interact and communicate with people with various types of disabilities.

2. Emergency Information and Procedure:

We are committed to providing customers with publicly available emergency information in an accessible way upon request.

3. Communication Services:

We are committed to providing accessible communication services to our customers.

We will train applicable Company personnel to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will train applicable Company personnel to communicate with customers over email in clear and plain language and to use larger font sizes if required.

We will offer to communicate with customers by other means if telephone or email communication is not available or suitable to their communication needs, if meeting such requirements is practicable given, among other things, the availability of commercial software or tools.

4. Assistive Devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that applicable Company personnel are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

5. Billing:

We are committed to providing accessible bills, receipts and invoices to all of our customers. For this reason, such documents will be provided in the following formats upon request: hard copy, large print, e-mail. We will answer any questions customers may have about the content of the invoice in person and, if such communication services are available, by telephone or e-mail.



6. Service Animals and Support Persons:

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. A person who is accompanied by a service animal will be welcome to keep the animal with them during their visit. We will also ensure that applicable Company personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal. If a service animal is excluded from our premises by law, we will ensure that other measures are available to a person with a disability to obtain, use or benefit from our goods, services and facilities.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Company's premises 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.

If, in consultation with a person with a disability and in consideration of the available evidence, the Company understands that a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises and there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises, the Company may require that the person with a disability be accompanied by a support person when on Company premises.

7. Notice of Temporary Disruption:

The Company will ensure that any aspect of its built environment intended to facilitate barrier-free access to the goods or services it provides are available for use in the intended manner. The Company will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice may be placed at public entrances and service counters on our premises.

8. Training for Company Personnel:

The Company has provided, and will continue to provide, training as it relates to people with disabilities to all persons within the Company who are responsible for: providing goods, services or facilities on behalf of the Company; communicating directly to the public or to another organization on behalf of the Company; and developing and implementing Company policies (all such persons collectively referred to in this Policy as "Company Personnel"), in accordance with the requirements set out in Applicable Legislation.



Training includes the following:

- the requirements of Applicable Legislation and the Company's policies, practices and procedures;
- how to identify, prevent and remove accessibility barriers;
- how to interact and communicate with people with various types of disabilities, including how to provide information through a communication support or accessible format;
- 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 the assistive devices available on our premises; and
- what to do if a person with a disability is having difficulty in accessing the Company's goods, services or facilities.

Training will be provided as soon as practicable after a person is hired or assigned to applicable duties and on an ongoing basis when changes are made to this Policy. Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of Applicable Legislation.

9. Feedback Process:

Comments on our services to customers with disabilities are welcome and appreciated. Feedback regarding the way the Company provides goods and services to people with disabilities, and about the accessibility of the feedback process itself, can be made by:

- **Email:** accessibility@generationcapital.com
- **Phone:** (416) 681-1177
- **Online:** Contact Us form on our website
- **In person:** At our office location during business hours
- **Mail:** 17 Prince Arthur Ave, 3rd Floor, Toronto, ON M5R 1B2

All feedback, including complaints, will be directed to the HR Manager. Customers can expect to hear back within 5 business days. Resulting actions will be documented and made available upon request.

The Company will arrange for the provision of accessible formats and communication supports, as practicable, upon request.

10. Notice of Availability:

The Company will notify the public that our documents related to accessible customer service, are available upon request by posting this Policy on the Company website.



11. Modifications to this or other Policies:

We are committed to developing customer service policies that respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities. Therefore, no changes will be made to this Policy before considering the impact on people with disabilities.

12. Questions about this Policy:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, questions may be directed to the HR Manager and contacted by:

- **Email:** accessibility@generationcapital.com
- **Phone:** (416) 681-1177
- **Online:** Contact Us form on our website
- **In person:** At our office location during business hours
- **Mail:** 17 Prince Arthur Ave, 3rd Floor, Toronto, ON M5R 1B2

This policy is available in alternate formats, upon request.

Administration

This Policy will be interpreted and applied in a manner consistent with the Company's obligations under Applicable Legislation. Subject to compliance with Applicable Legislation, the Company may exercise its discretion to administer, interpret, modify or amend this Policy. For the avoidance of any doubt, the Company will exercise its discretion pursuant to this Policy in compliance with the requirements of Applicable Legislation.

Last revision: January 2026