

THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) CUSTOMER SERVICE POLICY

1. POLICY FRAMEWORK

Policy Statement

In Ontario, New Gold Inc. (“**New Gold**”) strives to provide a barrier-free environment for our customers and to provide goods and services to people with disabilities in a manner that respects their dignity and independence, ensuring they receive the same high standard of service excellence that we endeavour to provide to all customers.

The goal of the AODA is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. A standard for customer service (the “**Standard**”) has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

Core Principles

We endeavour to ensure that New Gold’s AODA Customer Service Policy (this “Policy”) and related practices and procedures are consistent with the following four (4) core principles:

Dignity - Customers with a disability must be treated as valued customers as deserving of service as any other customer.

Equality of Opportunity - Customers with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

Integration - Wherever possible, customers with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the customer with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the customer’s individual needs.

Independence – Goods and services must be provided in a way that respects the independence of customers with a disability. To this end, we will always be willing to assist a customer with a disability but will not do so without the express permission of the customer.

Definition of Terms

“**Accessibility Report**” means the report section 14 of the AODA requires New Gold to file.

“**Assistive Device**” means any device that is designed, made, or adapted to assist a person to perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheel chairs.

“**Barrier**” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“**Disability**” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one of 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 plans established under the Workplace Safety and Insurance Act, 1997.

“New Gold”

means New Gold Inc. operating in Ontario.

“Service Animal”

means an animal that has been trained to perform tasks that assist people with disabilities and includes any animal

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person”

means in relation to a person with a disability, another person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

Who Does This Policy Apply To?

This Policy applies to New Gold’s operations in Ontario in respect to the provision of goods and services to individuals with disabilities. This Policy applies to all persons who deal with members of the public or other third parties on behalf of New Gold in Ontario, or who are responsible for developing New Gold’s policies, including employees, agents, volunteers and contractors of New Gold, whether such employees, agents, volunteers or contractors are engaged on a full-time, part-time, temporary, casual or reduced work arrangement (collectively, “**Staff**”).

2. ACCESSIBILITY OF SERVICES

Communication with Persons with Disabilities

New Gold strives to communicate with customers with a disability in a manner that takes into account both the disability and the customer’s preferred method of communication. New Gold can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing. New Gold recognizes that not all customers will wish to communicate in the same manner.

All New Gold Staff will receive training on how to interact and communicate with persons with disabilities.

Assistive Devices

Customers with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the customer how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative means of assistance to the customer with a disability.

All New Gold Staff will receive training on various Assistive Devices that may be used by customers with a disability while accessing our goods and services.



Service Animals

Customers with a disability may be accompanied by a Service Animal and keep the Service Animal with them on New Gold premises, if the public or other third parties have access to such premises and the Service Animal is not otherwise excluded by law. If a Service Animal must be excluded, we will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

It is the responsibility of the customer using the Service Animal to ensure that the Service Animal is kept in control at all times.

All New Gold Staff will receive training on how to interact with customers with a disability accompanied by a Service Animal.

Support Persons

Customers with a disability may be accompanied by a Support Person and have access to the Support Person on New Gold premises.

New Gold may require a customer with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the customer with a disability or the health or safety of others on the premises.

All New Gold Staff will receive training on how to interact with customers with a disability who are accompanied by a Support Person.

Notice of Temporary Service Disruptions

New Gold will notify customers if, during regular business hours, there is a planned or unexpected disruption of a facility or service customers with a disability use to access our goods and services. The notice will be posted on New Gold's website.

The notice will include the following information:

- (a) That a facility or service is unavailable.
- (b) The anticipated duration of the disruption.
- (c) The reason for the disruption.
- (d) Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

3. TRAINING AND RECORDS

New Gold will provide training, and ongoing training as required under the AODA, to all New Gold Staff.

Content of Training

Training will include:

- A review of the purposes of the AODA and requirements of the Standard.
- How to interact and communicate with customers with various types of disabilities.
- How to interact with customers with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.

- How to use equipment or devices made available on our premises to assist customers with a disability to obtain, use or benefit from our goods and services.
- What to do if a customer with a disability is having difficulty accessing our goods and/or services.
- The content and requirements of New Gold's policies, practices and procedures relating to the Standard.

Timing of Training

Training will be provided to all New Gold Staff as soon as practicable and on an ongoing basis as necessary.

Documenting Training

Records of the training provided, including the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the AODA.

4. FEEDBACK PROCEDURE

Feedback Process

New Gold is committed to meeting the requirements of the Standard. Comments regarding how well customer expectations are being met are welcomed and appreciated.

Feedback Delivery Channels

Customers may provide feedback on the manner in which New Gold provides our services to customers with disabilities. Feedback may be delivered through the following channels:

- By email or by phone, to Maria Ermakov, HR Advisor by telephone at +1 416 775 7555 or maria.ermakov@newgold.com or for the Rainy River project Christine Ruppenstein, Supervisor HR, by telephone at +1 807 482 2501 or by email to christine.ruppenstein@newgold.com
- In writing, by sending feedback to:
New Gold AODA Feedback
Brookfield Place, 181 Bay
Street, Suite 3510 Toronto,
Ontario M5J 2T3
- In person, by visiting New Gold's Toronto office and hand delivering feedback in writing to the reception area.

The above feedback channels are also described on our website at www.newgold.com.

New Gold is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to New Gold, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

Responding to Feedback

New Gold's will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within twenty (20) business days of receipt. A reply will be provided in the format requested by the customer, by email, phone or in writing, if practicable. The response will contain an acknowledgement of the receipt of the customer's feedback, and outline any further action(s) to be taken.



Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

5. NOTICE OF AVAILABILITY OF DOCUMENTS

This Policy and the related procedures will be made available to the public and customers upon request.

Notification of the availability of documents will be posted on the New Gold website. New Gold will provide documents, or the information contained in documents, required to be provided under the Standard to a customer with a disability in a format that takes into account the customer's disability, upon request.