

Hampton Securities Ltd

Accessibility Plan

December 22, 2014

Hampton Securities Ltd is committed to serving all customers including people with disabilities.

Assistive devices

Our offices are accessible by assistive devices such as wheel chairs or “walkers”.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Most of our documents can be read on most electronic devices and be magnified. Most of our communication with clients is via the telephone or email or in person.

Service animals

Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities our building management will post notices promptly.

This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

We will provide training to employees. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

Individuals in the following positions will be trained: all investment advisors, portfolio managers, their assistants and receptionists.

This training will be provided to staff when they are hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Our plan related to 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
- What to do if a person with a disability is having difficulty in accessing our services, such as reading account opening documents, monthly statements or gaining access to the building.
- Staff will also be advised when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way we provide services to people with disabilities can contact us by email, telephone, facsimile or visit us in person.

All feedback, including complaints, will be directed to our Chief Compliance Officer.

Customers can expect to hear back in 5 days or less.

Notice of availability

We will notify the public that our policies are available upon request by posting them on our website.

Modifications to this or other policies

Any policy that does not respect the dignity and independence of people with disabilities will be modified or removed.