

INV METALS INC.

Customer Service Policy

Purpose and Scope

INV Metals Inc. (the “**Company**”) is committed to excellence in serving all customers including people with disabilities, and to providing its goods and services in a way that respects the dignity and independence of all individuals.

This Customer Service Policy (the “**Policy**”) has been developed in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (“**AODA**”) and other comparable legislation.

In accordance with this Policy, reasonable efforts will be made to ensure that:

- (a) persons with disabilities are provided equal opportunity to obtain, use and benefit from the Company’s goods and services;
- (b) goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- (c) the goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
- (d) communications with a person with a disability are conducted in a manner that takes the person’s disability into account; and
- (e) persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Company’s goods and services unless superseded by other legislation.

Assistive Devices

1. We will ensure that our staff are trained and familiar with various assistive devices we have on site, if any, or that we provide, if required, that may be used by customers with disabilities while accessing our goods or services, including but not limited to digital audio players, service animals, magnifiers, FM transmitters, TTY and hearing aids.

Communication

2. We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

3. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless otherwise excluded by law.

Support Persons

4. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises and no fees will be charged for support persons.

Notice of Temporary Disruption

5. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. A 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.
6. The notice will be placed at 55 University Avenue, Suite 700, Toronto, Ontario, M5J 2H7.

Training

7. The Company will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.
8. Training will include:
 - (a) an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
 - (b) the Company's policy related to the customer service standard;
 - (c) how to interact and communicate with people with various types of disabilities;
 - (d) how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - (e) what to do if a person with a disability is having difficulty in accessing the premises or goods and services of the Company; and
 - (f) training will be provided on an ongoing basis to new employees and when changes are made to the Company's accessibility policies, practices and procedures.

Feedback Process

9. Customers who wish to provide feedback on the way the Company provides goods and services to people with disabilities can email any comments to info@invmetals.com.

10. Feedback forms will be made available upon request.
11. All feedback, including complaints, will be directed to the Chief Financial Officer. Customers can expect to a response, if requested, within 5 business days.

Notice of Availability

12. This Policy is posted on the website at www.invmetals.com.
13. A hard copy of the Policy is available upon request by calling 416-703-8416 or by email at info@invmetals.com.
14. The Policy will be made available in an accessible form, upon request.

Modifications to this or other Policies

15. The Company is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Policy before considering the impact on persons with disabilities.
16. Any policy of the Company that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Effective: February 23, 2016