

Appendix A

A MESSAGE FROM STATE STREET CANADA¹

State Street Canada is committed to achieving excellence in client service and understand that client relationships are the key to State Street Canada's business.

As part of the overall policy to provide excellent client service, State Street Canada is committed to providing goods and services and/or facilities controlled by State Street to clients and client representatives and our employees with disabilities in an accessible manner, and in a way that respects the dignity and independence of those individuals. Individuals with disabilities should have an equal opportunity to obtain, use and benefit from State Street Canada's goods and services and/or facilities controlled by State Street.

Application: The Policy applies to State Street Canada.

With respect to State Street Canada's operations in Ontario, the Policy has been adopted in compliance with the Integrated Accessibility Standards Regulation made under the Accessibility for Ontarians with Disabilities Act. State Street Canada is committed to meeting its obligations with this and all other similar laws that are applicable to its operations.

All other State Street Canada policies and procedures will be interpreted in a manner that is consistent with this Policy and that promotes the dignity, independence, integration and equality of opportunity for individuals with disabilities.

1.0 Accessible Communications: State Street Canada will communicate with individuals with disabilities in a manner that takes into account their disabilities.

State Street Canada communicates with clients and client representatives and our employees in a variety of ways, including face to face interactions, letters, telephone calls and electronic/systems communications. In determining the appropriate method and form of communication, an individual's accessibility needs resulting from disabilities will be taken into account.

In order to meet its obligations under the Policy and applicable laws, State Street Canada will consider communications and interactions required throughout the entire client relationship, including through the following stages: marketing; sales; transacting; servicing; and closing.

¹ **State Street Canada** means the following State Street companies in Canada: State Street Trust Company Canada, State Street Bank and Trust Company-Canada Branch, State Street Fund Services Toronto Inc., State Street Global Advisors, Ltd. and State Street Global Markets Canada Inc.

Please note: Policies and related procedures/guidance may be revised from time to time. Find the most up-to-date policies within the corporate policies page of the corporate intranet.

Clients, client representatives and other third parties are encouraged to identify accessibility needs in communicating and interacting with State Street Canada.

2.0 Service Animals:

State Street Canada welcomes to its premises all individuals with disabilities who use service animals.

3.0 Support Persons:

An individual with a disability who is accompanied by a support person will be allowed to have that support person accompany them on State Street Canada's premises. There will be no fees associated with support persons accompanying individuals with disabilities.

State Street Canada may, in certain circumstances, require an individual with a disability to be accompanied by a support person for the health or safety of the individual with a disability or others on the premises. Prior to making such a decision, State Street Canada will first consult with the individual with a disability to understand his/her needs, review and consider health or safety reasons based on available evidence, and determine whether there are other available alternatives to protect the health or safety of the individual or others on the premises.

To the extent possible, individuals will be advised in advance of any requirement of support persons to sign confidentiality agreements or other similar documents.

4.0 Assistive Devices:

Clients, client representatives and other individuals with disabilities may use their own assistive devices to access State Street Canada's goods and services and facilities controlled by State Street. To the extent required, State Street Canada will provide our staff training and are familiar with various assistive devices that may be used by individuals when accessing State Street Canada services and premises.

5.0 Notice of Temporary Disruptions:

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access goods and services or facilities controlled by State Street (for example, elevators located at State Street Canada premises), State Street Canada will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration and provide a description of alternative facilities or services, if available.

The notice will be posted and/or communicated to individuals with disabilities in a manner that is reasonable in the circumstances.

6.0 Training of Staff:

State Street Canada will provide training annually to all State Street Canada employees (including contractors, interns) and new employees will complete the training within a reasonable time after commencement of employment at State Street Canada.

In general terms, such training will include the following components:

- an overview of applicable laws related to the provision of goods and services and/or facilities controlled by State Street to individuals with disabilities;

- an overview of the Policy, the State Street Canada Multi-Year Accessibility Plan and any other practices, policies or procedures developed by State Street Canada with respect to the provision of goods and services and/or facilities controlled by State Street to individuals with disabilities;
- information regarding how to interact and communicate with individuals with various types of disabilities, including interaction with individuals who use assistive devices, support persons or service animals;
- instruction on how to use any assistive devices that State Street Canada may have available to assist individuals with disabilities to access our goods and services and/or facilities controlled by State Street; and
- instruction on what to do if an individual with a disability is having difficulty accessing State Street Canada's goods and services and/or facilities controlled by State Street.

Training will also be provided as soon as practicable following material changes to the Policy or other related policies, practices or procedures.

7.0 Feedback Process:

Clients, client representatives and other third parties who wish to provide feedback on the way State Street Canada provides goods and services and/or facilities controlled by State Street to individuals with disabilities can do so by contacting any one of the State Street Canada entities, using the contact information set out below. Individuals are also encouraged to speak to their regular State Street Canada contacts regarding any questions or concerns. So that the feedback process is accessible to individuals with disabilities, on request, accessible formats, and/or communication supports will be provided or arranged.

State Street Canada entities:	By mail:	By email & telephone:
<ul style="list-style-type: none"> • State Street Trust Company Canada • State Street Bank and Trust Company-Canada Branch • State Street Global Markets Canada Inc. • State Street Fund Services Toronto Inc. 	State Street Financial Centre Attention: Chief Compliance Officer 30 Adelaide Street East - Suite 1100 Toronto, Ontario M5C 3G6	canada-information@statestreet.com (647) 775-7000
<ul style="list-style-type: none"> • State Street Global Advisors, Ltd. 	State Street Global Advisors, Ltd. State Street Financial Centre Attention: Chief Compliance Officer 30 Adelaide Street East – Suite 1100 Toronto, Ontario M5C 3G6	SSgA_Compliance_Canada@ssga.com (514) 282-2400

Any feedback, including complaints requiring a response will be handled by State Street Canada in accordance with the regular feedback management process. Individuals can generally expect a response or preliminary response to their feedback (if required) within 15 days of receipt by State Street Canada of the feedback.