

# Client Service Accessibility Standard Policy

## INTRODUCTION

Brookfield Residential (Ontario) LP (the “Company”) is committed to the removal and prevention of barriers to accessibility, and to providing accessible services to its employees, clients and, to the extent applicable, members of the public and other third parties, who have disabilities.

This policy serves to communicate and establish the Company’s commitment to accessible client service, our compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) or other regional accessibility legislation and is intended to benefit persons with disabilities as defined in the Ontario *Human Rights Code* (“HRC”) and AODA.

This Client Service Accessibility Standard Policy applies to all Ontario employees of the Company.

### 1. POLICY

At the Company, we expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. The Company makes all reasonable efforts to ensure that its policies, practices and procedures are consistent with AODA.

### 2. PROCEDURE

#### **Communication**

When communicating with a person with a disability, the Company endeavours to do so in a manner that takes into account the person’s disability and makes reasonable efforts to have the person with a disability understand the content and intent of its communications. The Company offers training to its employees on how to communicate with persons with various types of disabilities.

#### **Alternative Formats**

The Company makes information and communications, including this policy, available in an accessible format or via accessible communication support upon request as soon as practicable.

#### **Assistive Devices**

We permit the unrestricted use of personal assistive devices in any areas of the Company’s facilities to which members of the public have access, subject to health, safety, and security restrictions.

The Company offers training for employees so that they may become familiar with assistive devices that are specific to and available at their workplace, where applicable.

## **Service Animals & Support Persons**

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. In the event that a service animal may be excluded from the Company's premises by law or because of the health and safety of another person, the Company shall consider all relevant factors and options in trying to find a solution that meets the needs of the individual.

Persons with disabilities who are accompanied by a support person are entitled to have that person with them when entering and while on the Company's premises.

## **Temporary Disruptions**

If there is a planned or temporary service disruption to parts of the Company's premises or properties that are used by persons with disabilities, the Company will provide public notice of the disruption as required. Notices will be posted in the affected areas as well as anywhere else deemed appropriate and will include information on the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.

All Company employees are responsible for taking reasonable steps to report such disruption in a timely fashion through appropriately identified channels.

## **Training and Awareness**

The Company is committed to building awareness and offering training on this policy to all its employees. Training is offered to employees as part of the new hire onboarding process. Training is also available on an ongoing basis whenever there are changes to our accessibility policies, practices or procedures. The Company maintains written records of accessibility attendance and completion.

The training includes:

- A review of the purposes of AODA and the requirements of the Accessibility Standards for Customer Service regulation, or a review of applicable regional accessibility legislation;
- A review of the purposes of the HRC and the Company's obligations under the HRC;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment/devices available on site, which may assist persons with disabilities in accessing goods or services on the Company's premises;
- What to do if a person with a particular type of disability is having difficulty in accessing the Company's services; and,
- How to handle special requests and customer complaints relating to accessibility of the Company's policies, procedures and practices relating to the provision for services to persons with disabilities.

## **Customer Feedback**

The Company strives to meet and exceed client expectations and we welcome feedback on the delivery of our services to persons with disabilities. Methods to provide feedback can be found on

our company website [brookfield.com/accessibility](http://brookfield.com/accessibility). The Company will review the feedback and endeavour to provide a timely response.

### **Documentation**

Documentation relating to the Company's policies, practices and procedures under this policy is available upon request and will be provided in an accessible or alternative format if requested.

### **Administration and Review**

Legal Counsel is responsible for the administration of this policy. If clients, guests or employees have any questions regarding this policy, they may contact [accessibility@brookfieldpropertiesdevelopment.com](mailto:accessibility@brookfieldpropertiesdevelopment.com)

This Policy is reviewed and updated at least annually and more frequently as needed.