

Multi Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act, 2005

Statement of Commitment

Brookfield Residential (Ontario) LP (the “Company”) is committed to creating and maintaining an accessible environment for all employees, customers, and visitors. We believe in equal opportunity and treating people with disabilities in a way that meets their needs while allowing them to maintain their dignity and independence. The Company is committed to preventing and removing barriers to accessibility and meeting accessibility needs of persons in a timely manner under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

Plan

This Multi-Year Accessibility Plan was developed in accordance with the requirements of AODA, and outlines the steps the Company is taking to meet those requirements, to improve opportunities for people with disabilities and our commitment and strategy to prevent and remove barriers and achieving accessibility.

This plan is reviewed and updated at least once every 5 years.

This policy is available in an accessible format upon request.

1. Customer Service

At Brookfield Residential, 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, including by:

- Ensuring that any services the Company provides are provided in a manner that respects the dignity and independence of persons with disabilities.
- Using alternative or integrated methods of communication when needed to ensure that persons with disabilities are able to interact with the Company or, to the extent applicable, to obtain, use or benefit from any services provided by the Company.
- Ensuring that persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from any services the Company provides.

Actions Taken:

The following actions have been taken by the Company:

- Development and implementation of Accessible Customer Service policy. Employees are offered training on accessible customer service standards that may be required for people with disabilities while accessing our services.
- Clients, guests, and stakeholders who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public.
- People with disabilities using assistive devices may use their assistive devices when accessing our services.
- The Company will give notice of temporary disruptions to the public, regarding our goods, services or facilities, where applicable. The notice of disruption will include the reason for the disruption, anticipated duration, and a description of alternate facilities/services, if any, that are available. Notice of disruption will be given by posting the information in a conspicuous place on premises owned or operated by the Company, or by such other method as is reasonable in the circumstances.
- The Company welcomes and provides a mechanism to provide feedback on how we can provide accessible customer service. The Company ensures the feedback process is accessible to persons with disabilities by providing or arranging accessible formats and communication supports on request and strives to respond to feedback as soon as reasonably possible.

2. Information and Communications

The Company is committed to making information and feedback processes accessible to people with disabilities. We make all reasonable efforts to communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services in accessible formats.

Actions Taken:

- The Company offers information and communication materials in accessible formats upon request in a timely manner.
- Feedback on Brookfield Residential's provision of accessible information and communication support can be provided to us, and we endeavor to provide a timely response as soon as reasonably possible.
- Emergency procedures, plans or public safety information are made available in a variety of formats, upon request.

3. Employment

The Company is committed to fair and accessible employment practices.

All employees have the right to a workplace free from discrimination based upon disability.

Actions Taken:

- When requested, the Company will accommodate people with disabilities during any stage of the recruitment process.
- All job postings indicate that special accommodation will be made, if required. And if needed, those responsible for recruiting will advise applicants over the phone or through email that accommodation is available, upon request.
- A statement of commitment to accommodate employees with disabilities is included in our offer letters, and all new hires receive a copy of our AODA policies, which requires review and acknowledgement, as part of their onboarding process.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that considers the individual's accessibility needs due to disability and the Company's ability to implement the requested accommodation.
- Upon request, Brookfield will consult with an employee to provide and/or arrange for accessible formats and communication supports for information needed to perform the employee's job and information that is generally available to employees.

The Company will provide individualized workplace emergency response information to employees with disabilities who identify the need for accommodation. If the employee needs assistance, and with the employee's consent, the Company will provide the workplace emergency response information to the person designated to assist the employee. The Company will review the individualized workplace emergency response information if and when the employee moves to a different location, when the overall accommodation needs or plans are reviewed, and when Brookfield reviews its general emergency response policies.

- Brookfield will use documented individual accommodation plans for employees with disabilities that:
 - Involves the employee in the development of their plan,
 - Describes how accommodation needs of the employee will be assessed,
 - Describes how the employer may request an external evaluation, at its own expense, to determine if and how accommodation can be achieved,
 - Outlines how the employee can request participation of a representative in the development of their plan,
 - Protects the privacy of the employee's personal information,
 - Outlines how and when we will review and update their plan,
 - Describes how reasons will be communicated to an employee, if their individual plan is denied,

- Provides the plan in accessible formats, if requested.
- When an employee has been absent due to a disability, the Company takes the following steps to develop and put in place a return-to-work process and accommodation plan that:
 - Involves the employee in the development of their plan,
 - Assesses the accommodation needs of the employee,
 - Outlines the accommodations we will provide and how we will assist them in staying safe during an emergency,
 - Outlines how and when we will review and update their plan,
 - Protects the privacy of the employee's personal information,
 - Provides the plan in accessible formats, if requested.
- When performance management, career development and redeployment processes are used, the Company takes the following steps to ensure that the needs of employees with disabilities are considered:
 - Managers will review employee's accommodation plan(s) to understand the employee's needs and see whether they need to make adjustments to help the employee succeed,
 - Make performance management documents, such as performance plans, available in accessible formats, such as large print, if requested,
 - Provide feedback and coach employees in a way that is accessible to them (e.g. using plain language for an employee who has a learning disability).

4. Training

Brookfield Residential 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. Brookfield Residential 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 Brookfield Residential'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 Brookfield Residential's premises;
- What to do if a person with a particular type of disability is having difficulty in accessing Brookfield Residential's services; and,

- How to handle special requests and customer complaints relating to accessibility of Brookfield Residential's policies, procedures and practices relating to the provision for services to persons with disabilities.

Actions Taken:

- The Company offers training as part of the new hire onboarding process,
- Ongoing training about these requirements, or when our accessibility policies change, are provided through emails, memos, bulletin boards, online training methods, staff meetings and/or one-on-one conversations,
- The Company maintains a record of training.

5. Requests for information and responding to feedback

Accessible formats of this document are available upon request. For more information on this accessibility plan, requests for information in accessible formats and feedback regarding accessibility, you can contact us by phone, e-mail, by mail, as follows:

Phone: 1.905.948.4737

E-mail: accessibility@brookfieldpropertiesdevelopment.com

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