

Statement of Organizational Commitment

Avison Young is committed to ensuring equal access and participation for people with disabilities. Partnership is built on trust and respect. Valuing partnership requires we treat our colleagues, clients, and business partners respectfully. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities by removing and preventing barriers while meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Avison Young understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Avison Young is committed to excellence in serving and providing services, goods, and facilities to all customers, including people with disabilities. This approach means valuing diversity, avoiding discrimination and harassment, and keeping our workplace safe for all.

Training

We are committed to training all staff, volunteers and all other persons who provide services on behalf of the organization's inaccessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- 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
- How to use the equipment or devices available on-site or otherwise that may help provide goods, services, or facilities to people with disabilities.

- What to do if a person with a disability is having difficulty accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training regarding any policy changes. We maintain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

"Assistive Devices" are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on-site or that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

We communicate with people with disabilities in ways that consider their disability. We will work with a person with disabilities to determine what method of communication works for them.

This may include the following:

| Type of Disability | Example Alternate Communication Methods |
|---------------------------|---|
| Hearing Loss/Deaf | Sign language, gestures, writing, speaking tone |
| Vision Loss/Blindness | Speak clearly while announcing actions |
| Speech | Allow extra time to ensure understanding, use hand gestures, writing |
| Cognitive | Allow extra time to ensure understanding, use precise language, provide examples, and give exact instructions |

Service Animals

"Service Animals" are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

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 and third parties. When we cannot easily identify an animal as a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer alternative solutions of providing goods, services, or facilities

Support Persons

“Support Persons” are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

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, Avison Young will notify clients and customers 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.

Feedback Process

Avison Young welcomes feedback on our products, services, policies, and procedures as it pertains to people with disabilities. Feedback may be provided in the following ways:

- Email – hr.canada@avisonyoung.com
- Telephone – 416-955-0000
- Fax – 416-955-0724
- In person or Mail to – ATTN Human Resources

Avison Young

222 Bay Street, Suite 2500, Mailbox #245

Toronto, ON M5K 1J5

We ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, as requested. All feedback, including complaints, will be handled directly by Avison Young's HR Team. Avison Young will acknowledge all feedback within 3-5 business days and will follow up with any required action within the timeframe noted in the acknowledgment.

Notice of Availability of Documents

Avison Young notifies the public that documents related to accessible customer service are available upon request. This notice of availability of documents can be found on the Avison Young Website.

Documents will be provided in an accessible format or with communication support on request. We will consult with the person requesting to determine the suitability of the format or support. We will provide the accessible format in a timely manner.

Information and Communications

We have a process for receiving and responding to feedback, and the process is accessible to persons with disabilities upon request.

We 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 or with communication support in a timely manner.

We will consult with the person requesting the accommodation to determine the suitability of an accessible format or communication support. If we determine that we are unable to convert the information or communications, we shall provide the requestor with an explanation of why we were unable to convert the information and a summary of the information we could not convert.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an

assessment or selection process that accommodations are available upon request. We consult with the applicants to provide or arrange suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. In addition, we provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person requesting to determine the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed to perform the employee's job; and
- b) Information that is generally available to employees in the workplace.

We will also provide customized emergency information to help an employee with a disability during an emergency. In addition, with the employee's consent, we will provide workplace emergency information to a designated person who is assisting that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization.
- b) When the employee's overall accommodations need, or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees absent from work due to a disability and requiring disability-related accommodations to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.