

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.

Introduction and Overview

Avison Young's Multi-Year Accessibility Plan is to outline and identify policies, procedures and plans that the organization currently has in place, is in the process of developing/implementing or intends to develop/implement in response to requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

In accordance with the requirements set out in AODA's Integrated Accessibility Standards Regulations (the "IASRs"), Avison Young will:

- establish, implement, maintain and document a Multi-Year Accessibility Plan.
- post the Multi-Year Accessibility Plan on company's websites.
- provide the plan in an accessible format upon request.
- review and revise our Multi-Year Accessibility Plan at least once every 5 years, or more frequently, as deemed necessary.

Avison Young's Multi-Year Accessibility Plan focuses on the following applicable accessibility standards as set under AODA and its Regulations:

- Customer Service

- Information and Communications
- Employment
- Training

Strategies and Actions

1. Customer Service

Commitment: Avison Young is committed to remaining in compliance with the Customer Service Standards, how customer feedback is submitted, actions addressing the feedback received and will take action to identify potential barriers that may prevent people from giving feedback. We will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Accessibility Standards for Customer Services Action Plan	Status	Proposed Compliance Deadline
Ensure the public and employees are aware that notices posted in offices and other service facilities can be made in accessible formats, upon request.	completed	
Ensure welcoming service animal and/or support persons, unless the animal is excluded by law from the premises.	completed	
Ensure providing company’s staff and clients with timely notice of temporary disruptions to our services and facilities that are provided in accessible format.	completed	
Review AODA requirements on an annual basis	completed	

2. Training

Commitment: Avison Young is committed to providing training on Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training Action Plan	Status	Proposed Compliance Deadline
Train Avison Young staff, volunteers and all other persons who provide service on behalf of the company to communicate with a person with disabilities in a manner that considers their disability.	completed	
Train Avison Young staff, volunteers and all other persons who provide service on behalf of the company is trained and familiar with various assistive devices that may be used by clients or customers with disabilities who are accessing Avison Young services.	completed	
Maintain the records of training provided, including date provided and whom it was provided to.	completed	
Review AODA training requirements on an annual basis	completed	

3. Information and Communication

Commitment: Avison Young is committed to making our information and communications accessible to people with disabilities.

Information and Communication Action Plan	Status	Proposed Compliance Deadline
Ensure Avison Young website and web content published is accessible to people with disabilities and evaluated for accessibility to ensure conformance with Web Content Accessibility Guidelines (WCAG) 2.0 AA guidelines.	completed	
Ensure a feedback process that is accessible to people with disabilities is established. Feedback channels, such as telephone, email, mail and in-person, will be made available and communicated to the public and available on our website.	completed	
Review the process for receiving and responding to feedback from clients and customers with disabilities on an annual basis.	completed	

4. Employment

Commitment: Avison Young is committed to fair and accessible employment practices.

Employment Action Plan	Status	Proposed Compliance Deadline
Notify job applicants on job postings that reasonable accommodation will be made upon request to ensure individuals with disabilities are able to fully participate in the recruitment process.	completed	
Make individually selected applicants aware that Avison Young can provide suitable accommodations related to the selection/assessment process upon initial contact from the hiring manager or HR.	completed	
Notify successful applicants of company's policies and procedures for accommodating employees with disabilities. The policy will outline all support for employees with disabilities, including but not limited to individualized accommodation plans, emergency planning/responses, accessible formatting, communication support and availability of accessible career development, job change and performance management processes.	completed	
Develop and have in place a return to work process and a comprehensive plan for employees absent from work due to a disability. The plan will be collaboratively established by employee, their manager and HR representative.	completed	

For More Information

For more information on this plan or for accessible formats of this document, please contact HR.Canada@avisonyoung.com.

Our accessibility plan is publicly posted at www.avisonyoung.com.