

Accessibility Policy

Appendix A: Multi-Year Accessibility Plan

1 Introduction

Choice Properties REIT (“Choice Properties” or the “Company”) is committed to providing services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities. This Multi-Year Accessibility Plan is an Appendix to our national Accessibility Policy. It outlines the Company’s strategy to prevent and remove barriers to accessibility and describes the Company’s progressive approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding and fluid document that will be updated at least every five years, as Choice Properties’ accessibility strategy evolves.

The Company welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policies, Multi-Year Accessibility Plan, feedback and document request procedure are available under the Accessibility link on our corporate website at www.choicereit.ca.

Where this Plan specifies that documents, alternative formats or communication supports are available upon request, such requests can be directed to 416-628-7771, in email (accessibility@choicereit.ca) or in writing to Choice Properties REIT c/o Human Resources, 22 St Clair Avenue East, Suite 700, Toronto, Ontario, M4T 2S5.

2 Customer Service Accessibility

The following have been implemented to date:

- Choice Properties ensures training is provided to every person who interacts with the public on the Company’s behalf, as well as to all those who are involved in the development of the Company’s policies, procedures and practices governing the provision of services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person’s disability into account. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to the Company’s policies or procedures governing the provision of services to persons with disabilities;
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Choice Properties’ sites and/or services;
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law;
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our sites and services;

- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available;
- Choice Properties welcomes feedback about how it provides services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format;
- Our Customer Service Accessibility Policy, feedback and document request procedure is available under the ‘Accessibility’ link on our corporate website at www.choicereit.ca.

3 Emergency Procedures, Public Emergency Safety Information

The following measures have been implemented by Choice Properties:

- Emergency procedures and public emergency safety information that is prepared by Choice Properties and made available to the public is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

4 Workplace Emergency Response Information

The following measures will be taken as required by Choice Properties:

- Alternative emergency preparedness plans are created and updated, as required and as soon as practicable, for colleagues who the Company is aware are unable to follow the standard emergency plan in their Company work location, as a result of a permanent or temporary disability. The colleague and, if the colleague consents, any designated assistant(s) are provided with the alternative emergency preparedness plan;
- Alternative emergency preparedness plans are stored with the standard Emergency Plan(s) in the colleague’s location.

5 Accessibility Policy and Multi-Year Accessibility Plan

- Choice Properties’ national Accessibility Policy was implemented March 1, 2016. The Policy affirms the Company’s commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that Choice Properties will achieve accessibility.
- Choice Properties created this Multi-Year Accessibility Plan outlining the Company’s phased-in strategy for identifying, removing and preventing barriers to accessibility.
- The Policy and Plan are posted on our corporate website (www.choicereit.ca) and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five years..

6 Information and Communication

6.1 Accessible websites and web content

- Choice Properties' new or substantially refreshed websites and web content will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0). The Company has implemented a plan to ensure that all of its websites comply with WCAG 2.0 Level AA by 2021. Compliance is incorporated into website project management.

6.2 Feedback, accessible formats and communication supports

- Choice Properties' processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- Upon request Choice Properties provides or arranges for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.
- Feedback is accepted via phone, 1-416-628-7771 or in writing to Choice Properties REIT, c/o Human Resources, 22 St Clair Avenue East, Suite 700, Toronto, Ontario, M4T 2S or accessibility@choicereit.ca.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support;
- The public is notified about the availability of accessible formats and communication supports by a notification on www.choicereit.ca.

7 Employment

Accessibility is integrated into Choice Properties' employment-related practices, and Choice Properties has implemented the following:

7.1 Recruitment

- Notifies all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website;
- Specifies that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consults with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notifies the successful applicant of the Company's policies for accommodating colleagues with disabilities; and

- Provides appropriate training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

7.2 Workplace

- Reviews and, as necessary, modifies existing orientation and on-boarding processes to ensure new colleagues are provided information about Choice Properties' accessibility policies as soon as practicable after employment commences, including a description of same in new hire kits and on Choice Properties' intranet;
- Develop a procedure, which may include Huddle Tips and a posting on the Company's Intranet, to advise colleagues whenever there is a change to existing policies on the provision of workplace accommodations;
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which requesting colleagues will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the colleague in a format that takes his or her accessibility needs into account;
- Develop and provide appropriate training to managers and colleagues responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.

7.3 Return to Work from Disability-Related Leaves

- Review and, as necessary, modifies and documents existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work;
- Ensures documented individual accommodation plans comprise part of the return to work process;
- Develops and provides appropriate training to managers and other colleagues responsible for supporting the return to work process for colleagues who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

7.4 Performance Management, Career Development and Redeployment

- Reviews and, as necessary, modifies existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of colleagues with disabilities are taken into account;
- Develops and provides appropriate training to managers and other colleagues responsible for supporting or impacting performance management, career development and advancement, and redeployment processes, and a training schedule for same that will ensure compliance with the processes on a continuous basis.

8 Choice Properties' Premises

Accessibility is integrated into all new or redeveloped Choice Properties public spaces in accordance with the criteria established by Ontario's Integrated Accessibility Standards, including but not limited to the following:

- In outdoor public use eating areas, at least 20% of the tables (minimum one table) will have knee and toe clearance, have clear ground space around them, and be approachable by a surface that is level, firm and stable;
- Outdoor sidewalks and walkways, including associated ramps, will have a surface that is firm and stable;
- Off-street parking will include signed parking spaces and access aisles for persons with disabilities, including van accessible spaces;
- Waiting areas with fixed seating will include at least one seating space in which a person using a mobility aid can wait.
- Procedures for preventative and emergency maintenance of the accessible elements in Choice Properties public spaces, as well as how to deal with temporary disruptions when accessible elements are not in working order.

9 Integrated Accessibility Standards Training

- Choice Properties provides training to all employees and those who provide services in Ontario on Choice Properties' behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.
- Training is completed as soon as practicable after hire and on an ongoing basis in connection with changes to Choice Properties' policies or procedures governing the provision of goods or services to persons with disabilities.

10 Accessible Culture

Through ongoing education, resource development and tools, Choice Properties continues to highlight how to create an inclusive and accessible culture. The legislation requirements have been implemented across Canada and Choice Properties continues to evaluate its procedures and implement new technologies to build a workforce that is reflective of the Canadian population at all levels of the organization.