

Customer & Tenant Service Accessibility

Date Issued: August 2022

Replaces Date Issued: October 2020

Application: This policy (the “Policy”) applies to all trustees, officers, spokespersons or employees of Choice Properties Real Estate Investment Trust and its subsidiaries (collectively “Choice” or the “Trust”).

1. PURPOSE

This Policy affirms Choice Properties’ commitment to providing services to persons with disabilities in a way that respects their dignity, independence, and rights of equal opportunity and access.

2. DEFINITION

“Persons with disabilities” – refers to any person with a disability as defined under Canadian human rights legislation (e.g. person with a visual impairment, person with a hearing impairment, etc.).

3. CHOICE PROPERTIES COMMITMENT

- 3.1. Choice colleagues must communicate with persons with disabilities in ways that take the person’s disability into account.
- 3.2. Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from the Company’s services. It is the responsibility of the person to ensure that their assistive device is operated in a safe and controlled manner at all times.
- 3.3. Choice colleagues must permit persons accompanied by a service animal to enter Choice premises with the animal and to keep the animal with them, except in those areas in which the animal is excluded by law. When an animal is excluded from an area by law, other reasonable arrangements must be explored with the person with the disability to allow the person to access the services in that area.
- 3.4. Where a person is accompanied by a support person, Choice Properties’ colleagues must work with both the person with a disability and the support person to ensure equal access to services.
- 3.5. Choice Properties must provide notice to the public of any disruptions to facilities or services usually used by persons with disabilities in advance of the disruption where possible including information about the reason for and expected length of the disruption and alternative facilities or services that are available.

4. COLLEAGUE AWARENESS & EDUCATION

Choice Properties ensures training is provided to all colleagues, volunteers, persons who provide services on the Company’s behalf, and those who are involved in the department of Choice’s customer and tenant service policies, procedures and practices. Training includes:

- A review of Choice Properties’ Customer & Tenant Service Accessibility Policy and related practices;

- The purpose of standards regarding accessibility set by provincial legislation and related requirements;
- How to interact and communicate with persons with disabilities;
- How to support persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use assistive devices that may be available to assist persons with a disability;
- What to do if a person with a disability is having difficulty accessing Choice Properties' premises and/or services; and
- Choice Properties' duty to accommodate under provincial Human Rights legislation.

Training is provided to all colleagues before or as soon as possible after the colleagues commences employment, and whenever the Company alters its policies or practices regarding accessible customer service.

5. FEEDBACK PROCESS

Choice Properties welcomes feedback about how it provides services to persons with disabilities.

Members of the public may ask questions or provide feedback in the manner most convenient to them, including by telephone (1-833-522-5523), in writing to Choice Properties REIT, c/o Tenant Services, 22 St Clair Avenue East, Suite 700, Toronto, Ontario, M4T 2S5, or by email (c3@choicereit.ca).

Choice Properties must acknowledge all feedback received and advise the person providing feedback of any actions taken by the Company in response to the feedback.

6. AVAILABILITY OF DOCUMENTS

This Policy and Choice Properties' related practices and protocols will be made available to any member of the public upon request. The process by which a person may obtain these documents is posted on the Company's website and in a conspicuous area in all Choice Properties' premises in which this Policy applies. When providing a document to a person with a disability, Choice Properties will do so in a format that is accessible to the person.

7. INTERPRETATION

Responsibility for the interpretation of the Policy rests jointly with the Vice President, Technical Operations and Capital Projects, the Vice President, Property Management and the Senior Vice President, General Counsel and Secretary.