

## **POLICY: Accessibility for Ontarians with Disabilities Act (AODA)**

**EFFECTIVE DATE: January 2016**

### Statement of Commitment

CBRE Limited (“CBRE”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Under AODA and its Regulations, the following accessibility standards set requirements that are applicable to CBRE:

- Customer Service
- Information and Communications
- Employment

### Customer Service

CBRE will communicate to persons with disabilities in ways that take into account their disability. CBRE is committed to serving customers who may use assistive devices to obtain information about our products or services.

Persons with a disability may enter CBRE premises accompanied by a service animal and keep the animal with them, if the public has access to such areas, and the animal is not otherwise excluded by law.

CBRE will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services. We will not be able to give adequate notice in cases of emergencies.

CBRE will post a sign regarding a site closure or equipment maintenance issue. This sign will be printed and laid out with sufficient size and visibility.

### Training

CBRE is committed to training staff on Ontario’s accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, contractors,

and Board of Directors. We will train our staff on how to interact and communicate with our customers who may have various types of disabilities.

## Information and communications

CBRE is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

CBRE will consult with people with disabilities to determine their information and communication needs.

CBRE welcomes feedback, including feedback about the delivery of information or services to persons with disabilities. Users can submit feedback to 1-877-296-4499 or via email at [aoda@CBRE.com](mailto:aoda@CBRE.com). All comments or questions will be addressed and responded to in a timely manner.

We will make our website and content conform with WCAG 2.0, Level AA by January 1, 2021.

## Employment

CBRE is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will make suitable accommodation for disabilities during recruitment and assessment processes and when people are hired.

Our performance management, and career development processes will take into account the accessibility needs of employees with disabilities.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified, as appropriate.

## For More Information

For more information on this policy, please contact 1-877-296-4499 or via email at [aoda@CBRE.com](mailto:aoda@CBRE.com)

***Accessible formats of this document are available free upon request.***