

Multi-Year Accessibility Plan

Brookfield

Accessibility at Brookfield Properties - Multi-Year Accessibility Plan

INTRODUCTION AND STATEMENT OF COMMITMENT

"Brookfield Real Estate Corporate Operations and BGRE" ("the "Company") is committed to ensuring equal access and participation for people with disabilities, and to treating people with disabilities in a way that allows them to maintain their dignity and independence. The Company is committed to the removal and prevention of barriers to accessibility, and to meeting the accessibility needs of its employees, tenants, customers, members of the public, and other third parties who have disabilities, in a timely manner and in compliance with accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA) and Ontario's accessibility laws.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* ("the AODA") is to establish accessibility standards for persons with disabilities with respect to the provision of goods, services, facilities, information and communication, employment, buildings, structures, and premises.

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. The Company understands that obligations under the 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.

Activity	Action Plan
Policies & Procedures	
Create Accessibility Policies	The Company has committed to developing, implementing, and maintaining policies governing how the Company will achieve accessibility through meeting the requirements under the accessibility standards as set out by the AODA and IASR. The Company has created written policies. The Property Operations Department is responsible for maintaining and updating this policy Completion Date: 2012
Notice of Policies	The Company will make the various accessibility policies publicly available by digitally on our website. On request, the Company will provide the policies in an accessible format.
Accessibility Plan - Multi Year	
Develop Accessibility Plan	The Company is committed to establishing, implementing, maintaining, and documenting a multi-year accessibility plan which outlines our strategy to prevent and remove barriers and meet the requirements under the AODA, and its regulation(s).

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Activity	Action Plan
	The Company has developed this Multi-Year Accessibility Plan in compliance with the legislation. Completion Date: 2014
Posting of the Accessibility Plan	The Company has posted its plan on its website, and will provide it in an accessible format, upon request. Completion Date: 2016 The Company has and will provide this plan to persons with disabilities in an alternative format or with communication supports, upon request. All requests for alternative formats or communication supports are directed to the HR Department, and the HR Department determines, in consultation with the person making the request, what the appropriate format or communication support is.
Review of the Accessibility Plan	The Company's HR Department has responsibility to review and update this plan as necessary every five years.
Training	
Training	The Company trains its employees, policy developers, or uses others to provide services on its behalf in the future, such persons, on the requirements of the accessibility standards in the AODA, IASR and the <i>Human Rights Code</i>. This training includes: the provision of the provider's goods, services or facilities to persons with disabilities, the purposes of the AODA and the requirements of the customer service standards, how to interact and communicate with persons with various types of disabilities and those who require assistive devices, service and animals and support persons, and what to do if a person with a particular type of disability is having difficulty accessing the Company's goods, services or facilities. The Company has trained its current employees and will train any new employees joining the Company. The Company will also provide training in respect of any changes to the accessibility policies described above on an ongoing basis.
Development of Training	Training content has been developed by [ADD]. The Company uses this training content, which is available via an online training portal. The Company modifies the training as needed to ensure it is appropriate to the duties of the individuals receiving the training.

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Retain record of attendance at training on each date.	The Company has and will keep a record of the training, including the dates on which the training is provided and the number of individuals to whom it is provided.
Information & Communications	
Emergency procedures, plans or public safety information	If the Company prepares emergency procedures, plans or public safety information and makes the information available to the public, the Company will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
Feedback	The Company established a process for receiving and responding to feedback and that its processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. The Company will notify the public about the availability of accessible formats and communication supports, upon request. Feedback may be submitted through accessibility@brookfield.com. Completion Date: 2012
Accessible formats and communication support	Upon request and upon consultation with the person making the request to determine the suitability of the support, the Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will be done in a timely manner and at no additional cost to the person making the request. If a request for an accessible format or communication support is made, it is directed to the applicable department and responded to in a timely manner.
Accessible Websites and Web Content:	The Company updated its website and web content to conform with Web Content Accessibility Guidelines 2.0, Level AA. The Company is responsible for reviewing its website and ensuring new websites and new web content comply with this accessibility standard. Completion Date: 2021

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Employment	
Workplace Emergency Response Information	The Company's HR Department and Management has responsibility for this item and has prepared individualized emergency response information for employees with disabilities, where required. The Company will continue to provide the information required under this section as soon as practicable after the Company becomes aware of the need for accommodation due to the employee's disability.
Recruitment: General	The Company will continue notifying employees and the public about the availability of accommodation for job applicants with disabilities in the recruitment process. The Company will continue educating its Recruitment teams to advise applicants of the availability of recruitment-related accommodations for disabilities and by providing accommodation information on its websites and forums where jobs are posted.
Recruitment, Assessment or Selection Process	The Company will continue to notify job applicants, when they are individually selected to participate in the assessment or selection process, that accommodations are available, upon request. If a selected applicant requests an accommodation, the Company shall consult with the applicant and provide or arrange for the provision of a suitable accommodation, taking into account their accessibility needs. When making offers of employment, the Company will notify the successful applicant of its policies for accommodating employees with disabilities. The Company notifies successful applicants of its policies for accommodation of employees when it makes offers of employment and communicated otherwise by the hiring manager and/or HR Department.
Informing Employees of Supports	As soon as practicable after an employee commences employment, the Company will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies regarding job accommodations. Upon hire, the new employee will receive an onboarding package that includes: • A copy of the company's accessibilities policies.

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	• A documented process on how to go about requesting accommodations. • HR contact information should they have any questions. The Company commits to informing employees of updated information whenever there is a change to accommodation policies.
Accessible Formats and Communication Supports For Employees	Where an employee with a disability so requests it, the Company will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace. The Company will consult with the employee making the request in determining the suitability of an accessible format or communication support.
Documented Individual Accommodation Plans	The Company has and will continue to have in place a process for the development of documented individual accommodation plans for employees with disabilities. The Company is working to develop a formal written process for reviewing and updating accommodation plans.
Return to Work Process	The Company has and will continue to have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The Company shall document the process. The Company is working to develop a formal written process for reviewing and updating return-to-work plans and processes.
Performance management will into account an employee's accessibility needs.	When an employee has accessibility needs, this is considered in any performance management of the employee.
Career development and advancement process will take into account accessibility needs.	When an employee has accessibility needs, this is considered in any career development and advancement processes concerning the employee.
Customer Service Standards	

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Accessible Customer Service	The Company is committed to providing customer service to people with disabilities, which allows them to access the Company's goods, services, and/or facilities, including the following: • communicating in a manner that takes a person's disability into account and upon request, provide accessible formats and communication supports for persons with disabilities • allowing assistive devices, such as wheelchairs, scooters, walkers, etc. • welcoming service animals and support persons • providing notice of temporary disruptions • creating accessible ways for people to provide feedback about how the Company provides goods, services and/or facilities to people with disabilities • upon request, providing documents in an accessible format, such as large print or braille The Company will also continue to review and update its Accessible Customer Service Policies, as appropriate, and will ensure that they are provided in an accessible format, upon request.
Design of public spaces	
Meet the standards for the design of public spaces when building or redeveloping public spaces	The Company is committed to meeting the AODA standards when building or redeveloping public spaces.
Accessibility Report	
Accessibility Compliance Reports	The Company has filed an Accessibility Report for November 17, 2023 and every three years thereafter. The Company will continuously audit its accessibility standards.