

Multi-Year Accessibility Plan

Introduction

As part of H&R REIT's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA). In accordance with the requirements set out in the AODA's Integrated Accessibility Standards Regulations (IASR), H&R will:

- Establish, implement, maintain and document a Multi-Year Accessibility Plan.
- Post the Multi-Year Accessibility Plan on the company's website.
- Provide the plan in an accessible format upon request.
- Review and update our Multi-Year Accessibility Plan at least once every 5 years.

This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Customer service
- Information and communications
- Training
- Employment
- Design of Public Spaces
- Feedback

Customer Service: Ongoing Compliance

H&R is committed to providing an environment that allows our employees, tenants, job applicants, suppliers, visitors and others who access our services or premises to maintain their dignity and independence. Please reference our Accessible Customer Service Policy for full details.

Information and Communications: Ongoing Compliance

H&R is committed to making our information and communications accessible and meeting the communication needs of people with disabilities. Our website provides information to let the public know that accessible formats or communication supports are available for any publicly available information, upon request. When requested, we will provide information and communication materials in accessible formats or with communication support. This includes publicly available information about our services and facilities, as well as publicly available emergency information. We will consult with the individual making the request to determine the most suitable support. This may include the following:

- Non-verbal communication such as email or mail
- Non-visual communication such as telephone
- Any other form of communication requested that we are equipped to provide

H&R's website and web content is undergoing evaluation for accessibility to ensure conformance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Upon request we will provide accessible formats and supports for people with disabilities in a timely manner.

Preventive and Emergency Maintenance / Notice of Temporary Disruption

Preventive maintenance procedures and emergency response procedures that are prepared by H&R REIT and made available to the public will be made available in an accessible format or with appropriate communications supports, as soon as practicable, upon request.

In the event of a disruption to services or facilities for customers with disabilities, a notice of service disruption shall be provided in advance when possible and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available. H&R REIT's onsite staff are trained to provide additional information and assistance to guests and visitors in the event of a temporary disruption.

Training: Ongoing Compliance

H&R is committed to providing training to our Ontario employees, volunteers, all persons who participate in developing H&R REIT's policies and all other persons who provide services or facilities on behalf of H&R REIT on Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

The training provided is appropriate to the duties of employees, volunteers and other persons and includes instruction on:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- H&R's policies related to the customer service standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the various equipment or devices that may help with providing goods or services to people with disabilities
- what to do if a person with a disability is having difficulty accessing H&R's facilities

H&R REIT maintains a record of the dates of when training is provided and the number of individuals to whom it was provided.

Employees are also provided training on the Ontario Human Rights Code, AODA Integrated Accessibility Standards, and internal policies and supports available to employees including requests for accommodation and the return-to-work process following disability related leave.

Employment: Ongoing Compliance

H&R is an equal opportunity employer and does not discriminate in employment on the basis of race, colour, religion, sex (including gender identity), national origin, political affiliation, parental status, marital status, sexual orientation, disability, age, or other non-merit factors. If needed, we will provide customized workplace and workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will ensure the accessibility needs of any employee with disabilities are met on a case by case basis.

H&R ensures inclusive employment processes for recruitment, retention and development, including:

- Notification of H&R's commitment to accessibility and availability of accommodation.

- Provision of accessible formats and communication supports that consider an employee's accessibility needs.
- Taking employees' disabilities and accommodation needs into account in respect of performance management and career development.
- Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment.

Workplace Emergency Information:

H&R is committed to addressing the particular needs of persons who informs us they have a disability, and will consult with them when putting in place a plan to accommodate the employee's disability during an emergency. H&R will share the individualized emergency response plan with the employee and also with those persons identified to assist them during an emergency.

Individualized emergency information will be reviewed when:

- the employee moves to a different location in the organization
- The individual's accommodation requirements are reviewed.
- The organization's emergency response policies and procedures are reviewed.

Design of Public Spaces: Ongoing Compliance

H&R has not newly constructed or significantly redeveloped any of its Ontario public spaces since January 1, 2017 to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. H&R will adhere to the general obligations and technical requirements of the Integrated Accessibility Standards when we construct new or significantly redevelop any of our public spaces.

Feedback: Ongoing Compliance

Receiving feedback is an important part of our commitment to accessibility. Client feedback will help us identify barriers and respond to concerns. A feedback process is in place through which tenants, visitors, employees and members of the public can make comments, suggestions and complaints. Please provide feedback in the manner most convenient. Options include by telephone (416-635-7520), in writing to H&R REIT, 3625 Dufferin Street, Suite 500, Toronto, Ontario, M3K 1N4 or by email (aoda@hr-reit.com)

H&R REIT will acknowledge all feedback received and consult the requesting individual as to the suitability of an accessible format or communications support.