

## **MULTI-YEAR ACCESSIBILITY PLAN**

### **Purpose**

The Multi-Year Accessibility Plan (the “Plan”) of Tricon Residential Inc. (Tricon or the Company) has been developed in accordance with the requirements of *the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Integrated Accessibility Standards Ontario Regulation 191/11 (IASR). It outlines strategies and actions to identify, remove, and prevent barriers for people with disabilities, and provide inclusive and accessible services to all stakeholders.

### **Statement of Commitment**

Tricon is committed to ensuring equal access and participation for all people with disabilities. We are committed to treating people with disabilities, both visible and invisible, in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the AODA and Ontario’s accessibility laws.

### **Accessible Emergency and Public Safety Information**

Tricon is committed to providing its stakeholders with our publicly available emergency plan in an accessible format, upon request. We will also provide employees with disabilities an individualized emergency response plan in an accessible format upon request, or when we become aware that an accommodation may be required.

### **Procedure**

Tricon will review and update policies and procedures regularly to ensure high quality accessible services. In accordance with the standards, Tricon will review and update the Plan at least every five years, and post updates and accomplishments on our website which is publicly available.

Information will be made available in an accessible format, including digital, Braille, audio, large print, captioning, and text transcriptions, upon request.

The Plan focuses on steps Tricon will take to comply with Ontario’s accessibility laws in the following areas:

- Customer Service
- Information and Communications
- Built Environments and Public Spaces
- Employment
- Training

## **Customer Service**

The Company is committed to ensuring that people with disabilities work in an accommodating environment and receive access to our services or facilities in a timely manner.

Tricon will continue to ensure compliance with the Accessible Customer Service Standard including:

- Providing equal access to services and facilities, in a manner which respects the dignity and independence of persons with disabilities;
- Use of assistive devices, support persons, and service animals;
- Communication in a manner that considers a person's disability; and,
- In the event of a planned or unexpected disruption, provide prompt notification and alternative services or facilities, if available.

We also provide multiple communication channels for employees and customers to request more information and provide feedback including in-person, by telephone, fax, email, mail or through our corporate website.

## **Information and Communications**

Tricon will communicate with people with disabilities in a way that considers their disability. We will provide information about the Company and its services, including public safety information, in accessible formats or with communication supports, when requested.

Our Internet website, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility best practices. The Company will continue to make its website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021.

## **Built Environment and Public Spaces**

Tricon will continue to meet or exceed the minimum barrier-free design requirements contained in Section 3.8 of the Ontario Building Code Act, 1992 (Building Code), when planning construction or renovations to any buildings or commercial office units. New and redeveloped buildings open to the public will also follow the accessibility standards of the Building Code, and any new or redeveloped public spaces will comply with the Design of Public Spaces Standard of the AODA.

## **Tricon Head Office**

In 2017, Tricon's Toronto Head Office was relocated to 7 St. Thomas Street in the Bloor-Yorkville district. The office units were customized with accessibility features including:

- Barrier-free access between floors
- Automatic doors and wide doorway and corridor widths
- Open-concept, accessible routes
- Floor finishes with non-slip surfaces
- Tactile walking surface indicators
- Carpeted areas of firm, dense construction
- Universal washroom

Office units were equipped with fire alarms, heat detectors, CO2 detectors, smoke detectors and sprinkler system to the applicable Ontario Fire Code and Building Code provisions.

St. Thomas Commercial Developments, the developer of the 7 St. Thomas building, addressed accessibility requirements pertaining to indoor building spaces (excluding individually-owned suites) and paths of travel.

## **Employment**

Employment decisions, including hiring, promotion, performance review and compensation decisions, are determined on the basis of each individual's qualifications and record of performance. Tricon will always work with our employees to accommodate specific needs, when such accommodation is required. The Company will reasonably accommodate both hard workplace accommodations (including technology, equipment, and modifications to the physical environment) and/or soft workplace accommodations (pertaining to practices, policies, and activities) to meet the needs of any visible or invisible disabilities.

The Company will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization including:

- Identifying and removing workplace barriers;
- Using inclusive employment processes for employment decisions;
- Providing supervisors with accessibility training, tools and templates to support employee/workplace Accommodating and addressing non-discrimination; and,
- Reviewing best practices and standards related to accessible employment.

## **Training**

The Company will provide basic general training for all employees regarding the *Integrated Accessibility Standards Regulation (IASR)* and the *Ontario Human Rights Code (OHRC)* relating to accessibility and disability. Training will be repeated when there are significant changes to the accessibility policies, Plan, or when circumstances indicate training should be repeated.

Training records will be maintained including name, date of completion and training topics.



## **Filing**

Tricon will file Accessibility Compliance Reports with the Ministry as required.

## **For More Information**

For more information or to request a free alternative format for this Plan, the publicly-available emergency plan, or to provide feedback on Tricon's services or facilities for persons with disabilities, please contact Tricon Residential Inc.;

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