

# Lennard Commercial Real Estate: AODA Multi-Year Accessibility Plan

## Introduction

Lennard Commercial Real Estate (“Lennard”) strives to meet the needs of its employees and clients with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Lennard Commercial Real Estate is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Lennard Commercial Real Estate will play its role in making Ontario an accessible province for all Ontarians.

## Statement of Commitment

Lennard Commercial Real Estate is a professional service brokerage, committed to providing commercial real estate solutions to clients in a select number of markets across the Greater Toronto Area and beyond.

At all times, Lennard Commercial Real Estate will strive to provide its services in a manner that respects the dignity and independence of everyone involved, including people with disabilities. Lennard Commercial Real Estate is also committed to providing people with disabilities the same opportunity to access our services, allowing them to benefit from the same services, in the same place and in a similar manner as other clients and contacts.

## Customer Service

Status: Completed/Ongoing

Compliance Deadline: 01/01/2012

Lennard uses reasonable efforts to ensure it’s policies, practices and plans are consistent with the following principles;

- Service is provided in a manner that respects the dignity and independence of persons with disabilities
- When communicating with a person with a disability, Lennard employees will do so in a manner that takes into account the person’s disability
- Persons with disabilities may use assistive devices and/or support persons to access services
- Persons with disabilities and their service animals are accommodated

Lennard Commercial Real Estate has implemented the following measures;

- Established an Accessibilities Policy and Practices since 2012
- Accessibilities Policy and Practices training is provided to current and new employees
- Accessibilities Policy and Practices training is part of Lennard's onboarding initiatives
- Testing of employees knowledge of Accessibility Policy and Practices is tracked and recorded
- Comments relating to our website or services are welcomed and appreciated, feedback can be provided verbally, via email or in writing. All feedback will be directed to our Director of HR & Operations.
- All feedback provided is reviewed and analyzed to identify potential gaps in service, and to ensure appropriate actions are taken

## Information and Communications

Status: Completed/Ongoing

Compliance Deadline: 01/01/2016

Lennard Commercial Real Estate is committed to meeting the communication needs of people with disabilities;

- Lennard's website adheres to World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0), level AA
- Ensure information is accessible to persons with disabilities

Accessible Formats and Communication Supports

- Upon request, Lennard will provide accessible formats and communication supports to individuals with disabilities
- Where a communication support or accessible format cannot be provided immediately, Lennard will consult with the client to arrange for a suitable format as soon as possible
- Lennard continues to develop Accessibility Practices for responding to various requests
- Lennard will train employee on Accessibility Practices

## Employment

Status: Completed/Ongoing

Compliance Deadline: 01/01/2012

Lennard Commercial Real Estate welcomes and encourages applications from people with disabilities;

- Lennard is committed to ensuring that our recruitment and assessment processes are fair and accessible
- Accommodations are available upon request for candidates taking part in all aspects of the selection process
- Inform new employees of policies and practices supporting employees with disabilities as soon as practicable after hiring
- Provide updated information on accommodation policies to employees with they occur
- Lennard is committed to working with employees who require individual accommodation plans

- Lennard has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations

#### Workplace Emergency Response

- Lennard will create and implement individualized plans to assist employees with disabilities during an emergency
- Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person responsible for assisting said employee

## Accessibility Review

Lennard Commercial Realty monitors compliance with requirements of the AODA periodically or as new requirements are released.