



AODA Multi-Year Accessibility Plan

Realstar is committed to meeting the needs of its employees, clients and customers with disabilities and is working to remove and prevent barriers to accessibility in the areas of customer service, information and communication, employment, and training.

This plan and related policies aim to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from the Realstar's services.

Realstar is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we take to meet the requirements and to broaden opportunities for people with disabilities.

The plan is reviewed and updated by Human Resources once very five years and approved by the Executive Vice President and Chief Operating Officer.

INITIATIVE	COMPLIANCE DATE	DESCRIPTION	STATUS
Customer Service Standard	January 1, 2013	<ul style="list-style-type: none">- Ensure accessibility for all customers utilizing our goods/services- Realstar has implemented a training e-Learning for all employees, raising awareness of disabilities (visible/nonvisible), and how to effectively accommodate our customers who may be disabled- Realstar is committed to accommodating all customers, upon request	Complete
Workplace Emergency Response Info	January 1, 2013	<ul style="list-style-type: none">- Realstar has developed an Emergency Response Plan that outlines key procedures to follow in the case of an emergency- This plan includes emergency contact numbers and is made available in every property's office- Upon request, Realstar will accommodate employee who requires an alternate format	Complete

Create Accessibility Policies	January 1, 2014	-Exceptional Customer Service for All Policy and Recruitment and Employment Accessibility Policy completed.	Complete
Training	January 1, 2015	-All records of employee training are kept on file, the files outline training content and date of training - Training is ongoing and updated whenever new employees are hired or when policies/laws change - Training is tailored to different positions (i.e. some positions require more hands-on training than others)	Complete
Feedback	January 1, 2015	-Realstar is ready to provide feedback to employees in different formats, upon request - i.e. large print, written down, or have feedback read out loud if person is hearing impaired	Complete
Recruitment	January 1, 2016	-Throughout the entire selection process, Realstar will make necessary accommodations for candidates upon request - Realstar's commitment & policy of accommodating disabilities, will be attached to the offer letters of disabled employees	Complete
Information for Employees	January 1, 2016	-Realstar has informed all existing and new employees of our company accessibility plan -All employee/company information will be provided in different accessible formats, upon request	Complete
Develop Individual Accommodation Plans	January 1, 2016	-Individual Accommodation Plans (IAP) will be created upon request -These plans are specific to the individual and will address factors such as: barriers to performance, professional assessments, employee restrictions, career development, job changes & performance management	As needed
Communication	January 1, 2016	-Realstar has made the public (via realstar.ca) aware that information regarding the company will be made accessible upon request.	Complete
Accessible Website & Web Content (Level AA)	January 1, 2021	-Realstar has made the public (via realstar.ca) aware that information regarding the company will be made accessible upon request.	Complete
Maintenance of Accessible Elements	July 2024	-Realstar will ensure that, from January 1, 2017, any public spaces including off-street parking that it constructs or redevelops, meet the built requirements as required in the Integrated Accessibility Standards Regulation (ON 191/11). We will ensure that these legal provisions are met	Complete

		<p>on sites that are occupied and sites or properties that it manages, owns and operates to ensure that contractors performing such construction or redevelopment adhere to these requirements.</p> <p>-This includes and not limited to: New off-street parking should and will have the required Type A (minimum 3400 mm wide) and Type B (minimum 2400 mm wide) parking spots along with access aisle (minimum 1500 mm wide) and the required signage.</p> <p>-Realstar will apply best practices in the preventative maintenance of accessible elements with periodic checks such as;</p> <ul style="list-style-type: none"> - Annual inspections - After storms or events that might affect accessible elements - As part of any reports of vandalism or complaints <p>-Realstar will apply best practices in the emergency maintenance of accessible elements with active response when notified</p>	
Notice of Temporary Service Disruption	July 2024	<p>-When disruptions occur that will impact the accessibility of services or facilities provided by Realstar, notice will be given to the public including:</p> <ul style="list-style-type: none"> - description of the service disruption - reason for the disruption - anticipated duration of the disruption - alternate facilities or services if available - contact information 	Complete

Signed:

Colin Martin, Executive Vice President & Chief Operating Officer

Dated: July 22, 2024

Alternative formats of the Multi-Year Accessibility Plan will be available upon request.

References

Web Content Accessibility Guidelines 2.0 <http://www.w3.org/TR/WCAG20/#guidelines> Accessibility for Ontarians with Disabilities Act <https://www.ontario.ca/laws/statute/05a11>