



## 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.

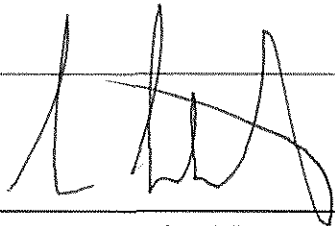
INITIATIVE	INITIAL COMPLIANCE DATE	DESCRIPTION	INITIAL COMPLETION DATE (see review dates below)
<b>Customer Service Standard</b>	January 1, 2013	<ul style="list-style-type: none"><li>- Ensure accessibility for all customers utilizing our goods/services</li><li>- Realstar has implemented a training e-Learning for all employees, raising awareness of disabilities (visible/nonvisible), and how to effectively accommodate our</li></ul>	Complete January 1, 2013

		<p>customers who may be disabled</p> <ul style="list-style-type: none"> <li>- Realstar is committed to accommodating all customers, upon request</li> </ul>	
<b>Workplace Emergency Response Info</b>	January 1, 2013	<ul style="list-style-type: none"> <li>- Realstar has developed an <b>Emergency Response Plan</b> that outlines key procedures to follow in the case of an emergency</li> <li>- This plan includes emergency contact numbers and is made available in every property's office</li> <li>- Upon request, Realstar will accommodate employee who requires an alternate format</li> </ul>	Complete
<b>Create Accessibility Policies</b>	January 1, 2014	-Exceptional Customer Service for All Policy and Recruitment and Employment Accessibility Policy completed.	Complete
<b>Training</b>	January 1, 2015	<ul style="list-style-type: none"> <li>-All records of employee training are kept on file, the files outline training content and date of training</li> <li>- Training is ongoing and updated whenever new employees are hired or when policies/laws change</li> <li>- Training is tailored to different positions (i.e. some positions require more hands-on training than others)</li> </ul>	Complete

<b>Feedback</b>	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
<b>Recruitment</b>	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
<b>Information for Employees</b>	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
<b>Develop Individual Accommodation Plans</b>	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

<b>Communication</b>	January 1, 2016	-Realstar has made the public (via realstar.ca) aware that information regarding the company will be made accessible upon request.	Complete
<b>Accessible Website &amp; Web Content (Level AA)</b>	January 1, 2021	-Captions must be provided for all live audio content as well as audio description for all pre-recorded videos - Text can be resized up to 200% - If an input error is detected, a text suggestion is provided to the user	Complete

Signed:



Colin Martin, Executive Vice President & Chief Operating Officer

Dated: January 10, 2023

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>