# Multi-Year Accessibility Plan

Killam Apartment REIT ('Killam') is committed to inclusion, providing equal access, and encouraging participation for people with disabilities. We will remove and prevent barriers, provide accessible options in a timely manner, and meet our accessibility requirements under federal and provincial law.

Killam is committed to fulfilling its current and ongoing obligations under provincial human rights codes respecting non-discrimination, and its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 ('AODA'). Upon request, this plan will be made available in an accessible format including communication supports. It is recognized that Killam's responsibility under AODA does not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Killam will review and update its Multi-Year Accessibility Plan at least once every five years, and more frequently as required to reflect changes to applicable accessibility requirements and organizational practices.

| Section | Requirement | Status |
|---|---|---|
| Part 1 | **General** | |
| 1-3 | **Development of accessibility policies and statement of commitment**<br>Killam's accessibility policies and statement of organizational commitment can be found on Killam's website www.killamreit.com | Complete |
| 1-4 | **Accessibility plan**<br>We have developed an accessibility plan that is available to the public. | Complete |
| 1-6 | **Self-Service kiosks**<br>In all developments and major renovation projects, self-service kiosks, such as debit machines, laundry machines and parking machines shall be placed in accessible locations. | Ongoing |
| 1-7 | **Training**<br>AODA training is mandatory for all Killam employees in Ontario, though completion is not limited to this jurisdiction. We also provide additional opportunities for employees to participate in diversity and inclusion training specific to persons with disabilities. | Ongoing |
| Part 2 | **Information & Communication** | |
| 2-11 | **Feedback process**<br>At Killam, we ensure that communication is available in multiple formats and accessible for persons with disabilities. We respond to feedback in a timely manner, and provide alternative communication methods initially, and by request. Multiple feedback options are available on our employee intranet, and our corporate website. Electronic and voice mail options are available on signage and advertisements. | Ongoing |
| 2-12 | **Accessible formats and communication support**<br>Killam will, upon request, provide or arrange for the provision of accessible formats and communication support for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons. | Ongoing |

| Section | Requirement | Status |
|---|---|---|
| 2-13 | **Public safety information**<br>Public safety information is available upon request. | Available upon request. |
| 2-14 | **Web accessibility (WCAG 2.0, Level AA)**<br>Killam's website is managed by a third party (Yardi Systems) who assures us that all templates are built to WCAG 2.2 Level AA Standards. As of October 2026, this has *not* been independently audited by Killam. | Ongoing<br><br>Audit pending. |
| Part 3 | **Employment Standards** | |
| 3-22 | **Recruitment, general**<br>Killam's intent to provide accessible options for job applicants is stated on our job postings and in other corporate material. | Complete |
| 3-23 | **Recruitment, assessment, and selection**<br>Recruiters and other human resources practitioners are required to inform selected applicants of accessible options for the selection process. Human resources team members are required to participate in education and training opportunities to support diverse recruitment and inclusive hiring practices. | Ongoing |
| 3-24 | **Recruitment, notice to successful applicants**<br>Killam employees, upon hire, are notified of all policies and procedures, including diversity and inclusion, and accessibility policies. All employees are informed of their requirement to participate in AODA training as part of their orientation to the organization. | Ongoing |
| 3-25 | **Informing employees of supports**<br>Job postings include a commitment to accessibility in recruitment and selection process. Potential employees will be provided reasonable supports, as requested, to participate in the recruitment and selection process. | Complete |
| 3-26 | **Accessible formats and communication support for employees**<br>Accessible formats and communication support will be provided upon request. | Ongoing |
| 3-27 | **Individual emergency workplace response**<br>Individual emergency workplace response plans are prepared for employees as required, and preparations made, as necessary to support employees in case of an emergency. | Ongoing |
| 3-28 | **Individualized accommodation plans**<br>Employees requiring accommodation will collaborate with human resources to determine an individualized accommodation plan. Employees will participate in initial discussions, as well as a check-in meeting to determine if accommodations have been successful or if further support is required. | Ongoing |

| Section | Requirement | Status |
|---|---|---|
| 3-29 | **Return to work process**<br>Killam has an established return-to-work program related to both workplace and non-workplace injury/illness. This program incorporates accessibility elements to ensure individual needs are accommodated. | Ongoing |
| 3-30 | **Performance management**<br>Individual accommodation requirements are considered in the performance management process. Options for dictation or other language or literary requirements are proactively provided in the annual performance process. | Ongoing |
| 3-31 | **Career development**<br>Killam managers and human resources professionals are required to take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. | Ongoing |
| Part 4 | **Transportation Standards: Not applicable** | |