

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – MULTI-YEAR ACCESSIBILITY PLAN

### About Timbercreek:

Founded in 1999, Timbercreek is an active investor, owner, and manager of global real estate and related assets focused on delivering sustainable and growing returns to our investors. We maximize value by employing a value-oriented investment philosophy combined with an active, hands-on asset management platform, to identify opportunities that will generate predictable and sustainable long-term cash flow. We have earned a reputation for providing conservatively managed, risk-averse investment opportunities for both retail and institutional investors.

### AODA:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards.

### Statement of Commitment and Purpose of the Plan:

At Timbercreek, we are committed to providing exceptional customer service to all our customers/residents, including customers with disabilities. We are committed to providing our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access and benefit from the services we provide every day. This 2014-2021 accessibility plan outlines the actions that Timbercreek will take to improve upon the opportunities for people with disabilities.

### Accessible Emergency Information:

Timbercreek is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### Training:

Timbercreek provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members. Timbercreek has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws as of January 1, 2015:

- All employees will be provided our Accessible Customer Service Policy upon hire.

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- All employees will complete an on-line training course about AODA and accessibility.
- Timbercreek will document and track all AODA training.

## Kiosks:

Timbercreek takes the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks as of January 1, 2014:

- Timbercreek does not currently use any electronic devices that would be considered “kiosks” for providing access to services from Timbercreek, however should Timbercreek determine it needs to make “kiosks” available, it will take accessibility into consideration when procuring or acquiring self-service kiosks.

## Information and Communications:

Timbercreek is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Timbercreek has taken the following steps to make all new websites and content on those sites conform to WCAG 2.0 Level A as of January 1, 2014:

- We engaged a web design company to review any new websites launched by Timbercreek to ensure they are compliant with the specific requirements of WCAG 2.0 Level AA.

Timbercreek will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request as of January 1, 2015:

- Timbercreek has provided below the contact details for the person at Timbercreek who should receive and coordinate responses to feedback.

We take all necessary steps to ensure publicly available information is made accessible upon request as of January 1, 2016, in conformity with the requirements of the Act.

We will take the following steps to make sure all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Timbercreek will engage an external consultant to review all existing Timbercreek websites to ensure they are compliant with the specific requirements for new websites of WCAG 2.0 Level AA.

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## Employment:

Timbercreek is committed to fair and accessible employment practices, and will provide reasonable accommodation wherever and whenever possible, and notify the public and employees that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

We will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- Meet with the individual to determine their needs.
- Provide reasonable accommodation wherever and whenever possible.

We will take steps to ensure the accessibility needs of employees with disabilities are taken into account if Timbercreek is using performance management, career development and redeployment processes. In addition, Timbercreek will take steps to prevent and remove other accessibility barriers identified.

## Design of Public Spaces:

Timbercreek will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to applicable public spaces. In the event of a service disruption to accessible parts of public spaces, will notify the public of the service disruption and alternatives available.

## For More Information:

### Please contact:

Timbercreek  
Human Capital Management  
25 Price Street  
Toronto, On M4W 1Z1

**Phone:** 1-844-304-9967

Email: [Accessibility@Timbercreek.com](mailto:Accessibility@Timbercreek.com)

Accessible formats of the document are available free upon request by contacting Timbercreek at the above-noted phone number or email address.