RIOCAN

REAL VISION. SOLID GROUND.

RioCan Multi-Year Accessibility Plan 2012-2026

Last updated May 2026

TABLE OF CONTENTS

2012 Requirements: Provide Accessible Customer Service 3
2014 Requirements 3
2015 Requirements 3
2016 Requirements 3
2017 Requirements 4
2020 Requirements 4
2023 Requirements 4
2026 Requirements 4

2012 Requirements: Provide Accessible Customer Service

1. Train staff to serve customers of all abilities, welcome service animals and support persons and put an accessibility policy in place so employees and customers can know what to expect. **STATUS: COMPLETE**
2. When asked, make your emergency information — things like evacuation plans or brochures — accessible to the public. Paper and digital copies are already at properties and corporate offices. **STATUS: COMPLETE**
3. If needed, provide employees with disabilities with customized emergency information. **STATUS: COMPLETE**
4. File an accessibility report. **STATUS: COMPLETE**

2014 Requirements

1. Create a multi-year plan to remove accessibility barriers and ensure legislative compliance in RioCan. **STATUS: COMPLETE**
2. Establish policies to help you achieve RioCan's accessibility goals, and tell employees and customers about them. **STATUS: COMPLETE**
3. Consider accessibility when purchasing or designing kiosks. Lyle Goodis has ensured that all kiosks and way-finding materials purchased going forward will be friendly to people with disabilities. **STATUS: COMPLETE**
4. Make your new websites more accessible. Changes made to current website. **STATUS: COMPLETE**
5. File an accessibility report. **STATUS: COMPLETE**

2015 Requirements

1. Train your staff on Ontario's accessibility laws. Training is part of 2015 refresher course. **STATUS: COMPLETE**
2. Make your feedback processes, like surveys or comment cards, accessible when asked. Feedback process in multiple formats on the riocan.com website. **STATUS: COMPLETE**

2016 Requirements

1. Make all your publicly available information accessible when asked. **STATUS: COMPLETE**
2. Make your employment practices more accessible — this includes how you hire, retain and provide career development opportunities. HR hiring policy has been amended and all Job Posting include a summary of our hiring practices. Return to Work Policies also amended. **STATUS: COMPLETE**

2017 Requirements

Make new or redeveloped:

1. recreational trails and beach access routes accessible
2. off-street parking lots accessible
3. service counters, fixed queuing guides and waiting areas with fixed seating accessible
4. off-street parking lots accessible

STATUS: COMPLETE

Maintain accessible elements of public spaces. **STATUS: COMPLETE**

File an accessibility report. **STATUS: COMPLETE**

Re-training of all Customer Service Staff **STATUS: COMPLETE**

2020 Requirements

File an accessibility report. **STATUS: COMPLETE**

2023 Requirements

Make all RioCan websites meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. **STATUS: COMPLETE**

File an accessibility report. **STATUS: COMPLETE**

2026 Requirements

File an accessibility report. **STATUS: IN PROGRESS**