RIOCAN

REAL VISION. SOLID GROUND.

RioCan Integrated Accessibility Policy

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Mission Statement

We believe that treating people with disabilities in a way that allows them to maintain their dignity and independence is an integral part of the customer experience RioCan offers to our employees, tenants, patrons and contractors. RioCan is committed to ensuring equal access and participation for people with disabilities. RioCan delivers on this commitment by removing and preventing barriers to accessibility, ensuring that our customer service staff are trained to positively interact with our patrons and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, the Building Code and Ontario's accessibility laws.

Jonathan Gitlin

President and Chief Executive Officer

Definitions

"Our" and "We" means "RioCan"

Application

This policy applies to all RioCan employees and any third party that provides goods and services on behalf of RioCan and who may interact with the public or third parties located in the Province of Ontario.

Training

RioCan will provide training to all of its employees, volunteers and other individuals who have contact with the public or third parties on our behalf and all individuals who are involved in the development of our policies, practices and procedures. Training is provided to each individual as soon as practicable after he or she is assigned the duties which require the need for instruction in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training is received on an on-going basis whenever we make changes to our policies, practices or procedures to ensure that our accessibility policies are properly implemented and followed at all times. Our training programs consist of the following:

- An overview of the purpose of the Act and the requirements under the Customer Service Standard and our Integrated Accessibility Policy.
- Training on how to interact and communicate with persons with various types of disabilities.
- Training on how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal, or support person.
- Training on how to use equipment or devices available on RioCan's premises or otherwise provided by RioCan that may help with the provision of goods or services to a person with a disability;
- Training on what to do if a person with a particular type of disability is having difficulty accessing RioCan's goods or services; and
- Training on our current policies, practices and procedures relating to the Customer Service Standard.
- RioCan will keep records of the training provided, including the dates on which the training was received and the number of participants.

Self-Service Kiosks

All self-service kiosks at RioCan Properties incorporate accessibility features that consider accessibility for people with disabilities. When we design, procure or acquire self-service kiosks, whether for wayfinding in our malls or paying for parking, we evaluate ease of use and technical and structural features to ensure a great customer experience for all patrons.

Information and Communications

RioCan will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services and policies including public safety information, in accessible formats or with communication supports. These formats could include but are not limited to:

- Reading written information to a person directly.
- Large print.
- Text transcripts of audio or visual information.
- Handwritten notes instead of spoken word.
- Information written in plain language.

We will also ensure that all RioCan websites meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by 2021.

Employment

RioCan is an Equal Opportunity employer therefore; we want to ensure that every qualified applicant has an opportunity to apply for positions with the company. In order to facilitate that mission; all job postings shall include a statement that lets prospective applicants know that, if they ask for them, accommodations are available to support them in applying for the job and during the interviewing and assessment process. RioCan will notify staff that supports are available for those with disabilities and has in place a process to develop individual accommodation plans for employees. RioCan will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. RioCan takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans and when using the performance management process with respect to employees with disabilities.

Design of Public Spaces

RioCan meets accessibility laws when building or making major changes to public spaces. Public spaces include:

- Outdoor public eating areas
- Outdoor play spaces
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The specifications for any of these changes are documented in our policy – HS-18 Accessibility Standards for New Builds and Major Renovations (Ontario)

RioCan has put procedures in place to prevent service disruptions to our accessible parts of our public spaces. Information regarding temporary disruptions and alternative services can be found on the mall's website or by contacting Customer Service for that mall. Upon arriving, there will also be signage and customer service representatives that will be happy to direct you where you need to go while respecting your needs.

Changes to Existing Policies

RioCan has modified or removed any existing policy that does not respect and promote the dignity and independence of people with disabilities. Any modifications made to our accessibility policies and any related policies will be for improving our ability to provide services to people with disabilities. Any change made to our accessibility policies or related policies will carefully take into account the impact on people with disabilities. Any provision of our accessibility policies or related policies that does not enhance our ability to provide goods and services to people with disabilities will be modified accordingly.