

Brookfield

Brookfield Multi-Year Accessibility Plan

2012

Year	Standard	Requirement	Actions	Owner
2012	Customer Service	Develop accessible customer service policies, practices and procedures (s.3)	<ul style="list-style-type: none"> Brookfield AODA Customer Service policy developed and implemented in 2011. 	VP, Operations & Sustainability
2012	Customer Service	Give notice of temporary disruption in service, reason for disruption, expected duration and any available alternatives (s.5)	<ul style="list-style-type: none"> All Brookfield properties were advised to adhere to this policy Brookfield has developed poster templates for temporary service disruptions. 	VP, Operations & Sustainability
2012	Customer Service	Train employees who interact with the public or other third parties on your behalf and employees who are involved in developing policies, practices and procedures (s.6)	<ul style="list-style-type: none"> All Brookfield employees trained in 2011-2012. 	VP, Human Resources
2012	Customer Service	Develop a process for feedback on how goods or services are provided to people with disabilities. Make information about the process readily available to the public. (s.7)	<ul style="list-style-type: none"> Accessibility feedback process developed and implemented in 2011. AODA section added to the website, including accessible floor plans and customer feedback form. Generic email address established for external feedback. 	VP, Operations & Sustainability
2012	Customer Service	File an accessibility report with the Government of Ontario to document compliance (s.11)	<ul style="list-style-type: none"> Customer service accessibility compliance report filed with the Government of Ontario online in September 2012. 	VP, Operations & Sustainability
2012	IASR - Employment	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability (s. 27)	<ul style="list-style-type: none"> Security creates individual response plans for persons identified through HR. Procedures depend on the nature of the disability and specifics of the work environment. 	VP, National Security VP, Human Resources
2012	IASR - Information & Communications	Make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request. (s.13)	<ul style="list-style-type: none"> Emergency procedures are made available in a variety of formats including audio and visual. Upon request, security teams will work to address any concerns and provide 	VP, National Security

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			information in other formats including personal training sessions on request.	

2014

Year	Standard	Requirement	Actions	Owner
2014	IASR	Develop IASR accessibility policy (s.3)	<ul style="list-style-type: none"> Revised existing AODA policy to encompass both the Customer Service standard and the IASR 	VP, Operations & Sustainability
2014	IASR	Develop multi-year accessibility plan (s.4)	<ul style="list-style-type: none"> Multi-year accessibility plan that incorporates all AODA requirements has been developed. 	VP, Operations & Sustainability
2014	IASR	Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks. (s.6)	<ul style="list-style-type: none"> Memo issued to all properties advising of the compliance requirement and best practices for kiosk design Memo issued to our kiosk suppliers advising of this requirement Accessibility options must be presented for all new kiosk proposals 	VP, Operations & Sustainability
2014	IASR – Information & Communications	Make NEW internet websites and web content conform with the Web Content Accessibility Guidelines (WCAG) 2.0, at Level A (s.14)	<ul style="list-style-type: none"> Website audit conducted - engaged Accessibility Advantage to perform an audit of the Brookfield website Audit action plan developed for all items identified Investigation of high priority website audit report recommendations Audit report provided to external website design company for consideration. 	VP, Operations & Sustainability
2014	IASR	File an IASR accessibility report with the Government of Ontario every 3 years to document compliance (s.86)	<ul style="list-style-type: none"> IASR compliance report filed online in October 2014. 	VP, Operations & Sustainability

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2015

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2015	IASR – Built Environment	Ontario Building Code contains updated accessibility requirements for new construction and renovations.	<ul style="list-style-type: none"> • Brookfield has met with a consultant (Accessibility Advantage) to review upcoming requirements and will ensure that our consultants adhere to the new standards where required. • All Construction Project Managers have been trained. • Detailed property audits have been conducted and high priority items identified for future consideration. 	Director, Construction Services
2015	IASR	Train employees on the requirements of the IASR standard and on the Human Rights Code (s.7)	<ul style="list-style-type: none"> • Brookfield has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2015: <ul style="list-style-type: none"> ○ Instructor led training provided for all employees by October 2015 ○ All new hires are trained as part of employee orientation processes ○ Training recording including summary spreadsheet/sign-in sheets is available upon request 	VP, Human Resources
2015	IASR – Information & Communications	Have an accessible process in place for receiving and responding to feedback (s.11)	<ul style="list-style-type: none"> • Upon request, we review the feedback process in question, identify alternate accessible formats and consult with the person who made the request in selecting a suitable accessible format 	VP, Operations & Sustainability

2016

Year	Standard	Requirement	Actions	Owner
2016	IASR – Employment	General Recruitment: notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process. (s.22)	<ul style="list-style-type: none"> • Brookfield is committed to fair and accessible employment practices. • When requested, Brookfield will accommodate people with disabilities during 	VP, Human Resources

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Year	Standard	Requirement	Actions	Owner
			<p>the recruitment and assessment processes and when people are hired by:</p> <ul style="list-style-type: none"> ○ Providing accessibility statements on all job postings ○ Including accessibility statements in our Recruitment and Selection Policy 	
2016	IASR – Employment	<p>Recruitment, assessment and selection process: notify job applicants, when they are individually selected to participate in an assessment or selection process, which accommodations are available upon request in relation to the materials or processes to be used.</p> <p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. (s.23)</p>	<ul style="list-style-type: none"> • Brookfield is committed to fair and accessible employment practices. • When requested, Brookfield will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by: <ul style="list-style-type: none"> ○ Ensuring that all individuals responsible for recruiting advise all applicants over the phone or through email that accommodations are available upon request ○ Consulting and providing the applicant accommodation that takes into account their disability needs. 	VP, Human Resources
2016	IASR – Employment	<p>Notice to Successful Applicants: when making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities. (s.24)</p>	<ul style="list-style-type: none"> • We include Brookfield's AODA policy regarding accommodation as part of our critical policies that all new employees sign off on as part of their offer packages. 	VP, Human Resources
2016	IASR – Employment	<p>Informing employees of supports: inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations.</p> <p>Information should be provided: - as soon as practicable after they begin their employment.</p>	<ul style="list-style-type: none"> • Brookfield's AODA policy addresses the Company's commitment and practices (i.e., job accommodation) in supporting employees with disabilities. • This policy is distributed organizationally through communication and posting on Company intranet. • Brookfield communicates all changes to existing policies through internal 	VP, Human Resources

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		- whenever there is a change to existing policies on the provision of job accommodations (s.25)	communication channels including posting on the Company intranet.	
2016	IASR – Employment	In addition to the obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: - Information that is needed in order to perform the employee's job; and - Information that is generally available to employees in the workplace (s.26)	<ul style="list-style-type: none"> Brookfield has a Request for Workplace Accommodation Form and Human Resources follows the Workplace Accommodation Policy which includes meeting with any employee requesting accessible formats and communication supports to ensure they receive job specific information and information that is generally available to employees in the workplace. 	VP, Human Resources
2016	IASR – Employment	Documented Individual Accommodation Plans: develop a written process for the development of documented individual accommodation plans for employees with disabilities. (s.28)	<ul style="list-style-type: none"> Brookfield consults with employee and has a written process for the development of documented individual accommodation plans for employees with disabilities and follow the requirement as described in Section 28.2 and Section 28.3. 	VP, Human Resources
2016	IASR – Employment	Return to Work Process: develop, document and have in place a return to work process for employees absent due to disability who require a disability-related accommodation to return to work. (s.29)	<ul style="list-style-type: none"> Brookfield takes 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: <ul style="list-style-type: none"> Brookfield will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process. Brookfield shall also address the requirements under Section 29.2 and 29.3 when developing the return to work process. 	VP, Human Resources

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2016	IASR – Employment	For performance management, career development and staff redeployment consider the accessibility needs and individual accommodation plans in the overall process (s.30-32)	<ul style="list-style-type: none"> • Brookfield takes the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Brookfield is using performance management, career development and redeployment processes: <ul style="list-style-type: none"> ○ Upon request, Brookfield reviews and provides all information/documents and processes related to performance management to ensure the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities are being met. ○ When applying/implementing any career development/advancement strategies, Brookfield takes 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. ○ In the event that redeployment is used, Brookfield takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. 	VP, Human Resources
2016	IASR – Information & Communications	Provide or arrange for the provision of accessible formats and communications supports, upon request. (s.12)	<ul style="list-style-type: none"> • Brookfield ensures all publicly available information is made accessible upon request. • Brookfield has sourced accessible format vendors and developed accessibility 	VP, Operations & Sustainability

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			guidelines for documents produced in-house.	
2016	IASR – Information & Communications	Notify the public about the availability of accessible formats and communication support. (s.12)	<ul style="list-style-type: none"> Brookfield notifies the public via our website about the availability of accessible formats and communication support. 	VP, Operations & Sustainability

2017

Year	Standard	Requirement	Actions	Owner
2017	IASR – Built Environment / Design of Public Spaces	Meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include: <ul style="list-style-type: none"> - Recreational trails/beach access routes - Outdoor public eating areas like rest stops or picnic areas - Outdoor play spaces, like playgrounds in provincial parks and local communities - 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 (s.80) 	<ul style="list-style-type: none"> Brookfield will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include: <ul style="list-style-type: none"> o Recreational trails/beach access routes o Outdoor public eating areas like rest stops or picnic areas o Outdoor play spaces, like playgrounds in provincial parks and local communities o Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals o Accessible off street parking o Service-related elements like service counters, fixed queuing lines and waiting areas 	Director, Construction Services

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2021

Year	Standard	Requirement	Actions	Owner
2021	IASR – Information & Communications	ALL internet websites and web content must conform with WCAG 2.0 Level AA with exceptions (s.14): - Live Captions - Audio Descriptions	<ul style="list-style-type: none">• Provide compliance requirements to external web design team for consideration	VP, Operations & Sustainability

For More Information	For more information on this accessibility plan, please contact Brookfield at: <ul style="list-style-type: none">• Phone: N/A• Email: accessibility@brookfield.com
For Accessible Formats	Accessible formats of this document are available free upon request from: accessibility@brookfield.com