

Accessibility for Ontarians with Disabilities Act (AODA) Policy

Our Commitment

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Colliers Macaulay Nicolls Inc. (dba "Colliers International") and its subsidiaries ("Colliers") is committed to working to improve access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of our services and facilities.

In fulfilling our mission, Colliers strives at all times to provide its 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 our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Customer Service

Providing services to people with disabilities

Colliers is committed to excellence in serving all customers including people with disabilities, and we will carry out our functions and responsibilities in the areas listed below. Colliers will also make all documents relating to accessible customer service available upon request.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email or paper if telephone communication is not suitable to their communication needs or is not available.



Assistive devices

We are committed to serving people with disabilities who use assistive devices. We will train staff who communicate with customers who may use assistive devices.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or email. We will answer any questions customers may have about the content of the invoice in person, by telephone, or email.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Colliers' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of disruption

Colliers will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training for staff

Colliers will provide training to all employees, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All Colliers employees in Ontario will be trained as well as Colliers Service Centre employees in Vancouver.

This training will be provided during the first three (3) months of employment.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated accessibility standards regulation
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing Colliers' services
- Colliers' policies, practices, and procedures relating to the customer service standard
- Colliers will also provide additional training on building-specific property management and facilities services standard operating procedures to all property managers

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of Colliers is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Colliers provides services to people with disabilities can be made by telephone or email through the Colliers Service Centre which can be reached at 1-877-255-5888 or servicecentre@colliers.com. All feedback will be directed to General Manager, Facilities Services. Customers can expect to hear back in two business days.

Self-Service Kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

When requested, we will provide employees with disabilities information in an accessible format and with communication supports. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management processes will take into account the accessibility needs of all employees.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Questions about this policy

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Vice President, Legal Counsel & Corporate Secretary of Colliers. Please direct your questions or feedback to the Colliers Service Centre which can be reached at 1-877-255-5888 or service.centre@colliers.com; your comments will reach the appropriate individual for follow-up.