



Colliers Multi-Year Accessibility Plan



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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.

This 2014-2021 accessibility plan outlines the policies and actions that Colliers International has and will undertake to improve opportunities for people with disabilities.

Training

As of January 1, 2015, Colliers has ensured that employees are provided with the training needed to meet Ontario's accessibility laws.

Colliers continues to provide 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, volunteers and other staff members.

Customer Service

- › Colliers has ensured to provide accessible customer service, including:
- › Training staff and volunteers to serve customers of all abilities
- › Keeping a written record of the training
- › Welcoming service animals and support persons
- › Creating accessible ways for people to provide feedback



- › Putting an accessibility policy in place so employees, volunteers and customers can know what to expect
- › Providing accessible emergency and public safety information upon request

Information and Communications

Colliers 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.

As of January 1, 2014, Colliers has ensured that all new websites and content on those sites conform to WCAG 2.0, Level A.

As of January 1, 2015, Colliers has ensured that all existing feedback processes are accessible to people with disabilities upon request.

As of January 1, 2016, Colliers has ensured that all publicly available information is made accessible upon request.

As of January 1, 2021, Colliers has ensured that all public websites and web content on those sites conform to WCAG 2.1, Level AA.

Employment

- › Colliers is committed to fair and accessible employment practices. As of January 1, 2016, we have taken the following steps to notify the public and staff that, when requested, Colliers will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.
- › Notify job applicants about the availability of accommodation during the selection process
- › Consult with the applicant and make adjustments to the selection process that suits their individual needs
- › Inform successful candidates of our policies for accommodating employees with disabilities
- › Colliers has taken the following steps to develop and put in place a process for developing individual accommodation plans and when using performance management processes.
- › Involve employees in the development of their accommodation plans

- › Provide accommodation plans in accessible formats and review and update the plans with employees regularly
- › Make performance management program accessible upon request

Questions about this plan

If anyone has a question about the plan, or if the purpose of a plan 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.

Colliers' Multi-Year Accessibility Plan Timeline

2010 - 2015

Year	Deliverables	Status		
		Complete	In Progress	Ongoing
2010	Customer Service			
	Develop and put in place a plan or policy that outlines how we will provide services to people with disabilities	X		
	Train existing staff on how we provide services to people with disabilities	X		
	Train new staff on how we provide services to people with disabilities			X
2012	Workplace Emergency Response Information			
	Develop a plan to assist employees with disabilities in case of an emergency and make emergency information accessible	X		X
	Emergency Information			
	Upon request, make emergency and public safety information accessible to people with disabilities			X

2014	Accessibility Policies			
	Develop, implement and maintain a statement of commitment and policies on how we will become more accessible	X		X
	Multi-Year Accessibility Plan			
	Create an accessibility plan that sets out the steps taken to comply with Ontario's accessibility laws and prevent and remove accessibility barriers	X		
	Make accessibility plan available to the public and provide it in an accessible format upon request	X		
	Review and update accessibility plan every five years			X
	Self-Service Kiosks			
	Ensure self-service kiosks are accessible to people with disabilities	X		
	Accessible Websites and Web Content			
Conform to WCAG 2.0, Level A for all new public websites and existing sites undergoing a significant refresh	X			
2015	Training			
	Develop new training content on the IASR requirements and Ontario Human Rights Code relating to disabilities	X		
	Provide training to all current employees on the IASR requirements and Ontario Human Rights Code	X		
	Provide training to all new employees on the IASR requirements and Ontario Human Rights Code			X
Feedback				
Develop a strategy to ensure that feedback processes from customers, employees and members of the public are accessible to people with disabilities	X			

2016- 2021

Year	Deliverables	Status		
		Complete	In Progress	Ongoing
2016	Accessible Formats and Communication Supports			
	Make all information about Colliers' services and facilities accessible upon request			X
	Communicate to all customers that all information will be accessible upon request			X
	Recruitment			
	Inform job applicants about the availability of accommodation during the selection process			X
	Develop a workplace accommodation process for applicants with disabilities	X		
	Notify successful applicants of the policies for accommodating employees with disabilities			X
	Information for Employees			
	Inform all current employees of the policies for supporting people with disabilities	X		
	Notify all employees should a change occur to these policies			X
	Processes to Accommodate Employees			
	Develop individual accommodation plans for all employees with disabilities			X
	Develop a review process for these accommodation plans	X		
	Develop and document the process to assist employees return to work when they have been absent due to a disability	X		



	Make performance management and job changes accessible to people with disabilities	X		
	Accessible Websites and Web Content			
2021	Conform to WCAG 2.0, Level AA for all public websites and all web content on those sites published after January 1, 2012			X

This Accessibility Plan is approved by Colliers Vice President, Legal Counsel, and Corporate Secretary.



At Colliers, we are **enterprising.**

We maximize the potential of property and real assets to accelerate the success of our clients, our investors, and our people.

Our expert advice to property occupiers, owners and investors leads the industry into the future. We invest in relationships to create enduring value. What sets us apart is not what we do, but how we do it. Our people are passionate, take personal responsibility and always do what's right for our clients, people, and communities. We attract and develop industry leaders, empowering them to think and act differently to drive exceptional results. What's more, our global reach maximizes the potential of property, wherever our clients do business.

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