

Subject: Customer Service Accessibility PolicyIssued: **July 1, 2016**Replaces Issue Dated: **All prior versions****Application:** This Policy applies to all employees of Choice Properties Real Estate Investment Trust and its subsidiaries (collectively “Choice Properties” or the “Trust”)**1.0 PURPOSE**

This Policy affirms Choice Properties’ commitment to providing services to persons with disabilities in a way that respects their dignity, independence, and rights of equal opportunity and access.

2.0 DEFINITIONS

“Persons with disabilities” – refers to any person with a disability as defined under Canadian human rights legislation (e.g. person with a visual impairment, person with a hearing impairment, etc.).

3.0 CHOICE PROPERTIES’ COMMITMENT

- Choice Properties employees must communicate with persons with disabilities in ways that take the person’s disability into account.
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Choice Properties’ services. It is the responsibility of the person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.
- Choice Properties’ employees must permit persons accompanied by a service animal to enter Choice Properties’ premises with the animal and to keep the animal with him or her, except in those areas in which the animal is excluded by law. When an animal is excluded from an area by law, other reasonable arrangements must be explored with the person with the disability to allow the person to access the services in that area.
- Where a person is accompanied by a support person, Choice Properties’ employees must work with both the person with a disability and the support person to ensure equal access to services.
- Choice Properties must provide notice to the public of any disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities or services that are available.

4.0 EMPLOYEE AWARENESS AND EDUCATION

Choice Properties’ ensures training is provided to all employees including those who interact with the public and to volunteers and those who provide services on the Trust’s behalf, as well as to all those who are involved in the development of Choice Properties’ customer service policies, procedures and practices. Training includes:

- review of Choice Properties’ Customer Service Accessibility Policy and related

- practices;
- The purpose of standards regarding accessibility set by provincial legislation and related requirements;
- How to interact and communicate with persons with disabilities;
- How to support persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use assistive devices that may be available to assist persons with a disability; and
- What to do if a person with a disability is having difficulty accessing Choice Properties' premises and services.

Training is provided to all employees before or as soon as possible after the employee commences employment and whenever Choice Properties alters its policies or practices regarding accessible customer service.

5.0 FEEDBACK PROCESS

Choice Properties welcomes feedback about how it provides services to persons with disabilities.

Members of the public may provide feedback in the manner deemed most convenient to them, including in-person, by telephone, in writing, or by email or other electronic format.

Choice Properties must acknowledge all feedback received and advise the person providing feedback of any actions taken by Choice Properties in response to the feedback.

6.0 AVAILABILITY OF DOCUMENTS

This Policy and Choice Properties' related practices and protocols will be made available to any member of the public upon request. The process by which a person may obtain these documents is posted on Choice Properties' website and in a conspicuous area in all Choice Properties' premises in which this Policy applies. When providing a document to a person with a disability, Choice Properties will do so in a format that is accessible to the person.

7.0 INTERPRETATION

Responsibility for interpretation of this Policy rests jointly with the Human Resources lead and the Vice President, General Counsel & Secretary.

8.0 REVIEW

This Policy will be reviewed annually.