
Accessibility for Persons with a Disability (Ontario)

I. Purpose

To ensure all JLL Canada employees, third party vendors, and others who deal with the public or other third parties on behalf of JLL Canada based in Ontario are compliant with the *Accessibility for Ontarians with Disabilities Act (AODA), 2005* (the “**Act**”). The Act requires private sector organizations to comply with mandatory standards designed to remove and prevent barriers to accessibility for people with disabilities. The Act has been implemented by the Province of Ontario to ensure that businesses are barrier-free for customers and employees with disabilities.

Compliance with the Act involves:

- Developing, implementing and publicly posting policies, practices and procedures;
- Allowing people to use their own personal assistance devices to access and use our services;
- Making our workplace barrier-free; and
- Reporting annually on our compliance with the Act to the Accessibility Directorate of Ontario

II. Scope

This policy applies to all JLL Canada employees (including but not limited to temporary staff, interns, etc.), consultants, contractors, third party vendors, candidates, and others who deal with the public or other third parties on behalf of JLL Canada in the Province of Ontario.

III. Statement of Policy

As a leading professional services firm specializing in real estate services, JLL Canada is committed to providing high-quality facilities and services in a manner that is accessible to all, and that respects the dignity and independence of people with disabilities.

IV. Procedures

A. COMMUNICATION

JLL Canada communicates with people with disabilities in ways that take into account their disability. This may include: utilizing assistive listening or other hearing devices; providing documents in Braille or large print; providing computers with accessible features such as teletypewriters, etc. To this end, JLL Canada trains staff to speak with others clearly and concisely, using plain language; always being respectful of an individual’s capabilities. JLL Canada will also work with the person with a disability to determine what method of communication works best for them.

B PERSONAL ASSISTIVE DEVICE(S)

Individuals who have a disability may use their own assistive device(s) when accessing or utilizing JLL Canada owned and/or managed facilities or services. If there is a physical, technological, or other type of barrier that hinders or prevents the use of an assistive device on the premises, JLL Canada will first attempt to remove the identified barrier. If the barrier is immovable, JLL Canada will endeavor to accommodate the impacted individual as much as reasonably possible.

JLL Canada will ensure that our staff are trained and familiar with various assistive devices on-site/provided to customers with disabilities while accessing JLL owned and/or managed facilities or services.

C USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals

JLL Canada welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, JLL Canada staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that the person needs the service animal for reasons relating to their disability.

Please note that the service animal may accompany the individual so long as it does not hinder or prohibit other parties from accessing such premises and/or the law does not otherwise exclude the animal. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the service animal is excluded
- Discuss with the customer another way of providing goods, services, or facilities
- JLL Canada will make all reasonable efforts to meet the needs of all people with disabilities requiring a service animal

While visiting JLL Canada premises, it is always the responsibility of the person requiring a service animal to control and maintain care of the animal.

Support Person

If a Support Person accompanies an authorized person with a disability to a JLL Canada owned and/or managed premises, the Support Person has permission to enter the premises and accompany the person with a disability. The person with a disability will have access to his/her Support Person at all times while on our premises.

If a Support Person does not accompany a person with a disability to a JLL Canada owned and/or managed premises, JLL Canada may (as appropriate) provide a Support Person to the person with a disability, at no cost, in order to ensure the health and safety of all individuals.

JLL Canada will obtain consent from the person with a disability should it need to disclose confidential or private information pertaining to the person with a disability in the presence of a Support Person.

D NOTICE OF TEMPORARY DISRUPTION

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of JLL Canada. In the event of any temporary disruption or barrier to our facilities and/or services, JLL will make reasonable efforts to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible and in this case JLL Canada will notify customers as promptly as reasonably possible.

Should notice be required, JLL Canada will provide the same in at least one of the following ways:

- Post notices in a conspicuous place at the point of disruption; at the main entrance of our Head Office; and/or at the nearest accessible entrance to the facility and/or service disruption;
- Contact individuals who have an appointment, or who may be affected by the disruption;
- Notify individuals potentially impacted by the disruption when they are making an appointment; and
- Any other method that may be reasonable under the circumstances

Notifications will include the following information, unless it is not readily known or available:

- Services, facilities, and/or areas that are disrupted, unavailable, or inaccessible
- The reason for the disruption, unavailability, or inaccessibility

E WORKPLACE ACCOMMODATION AND RETURN TO WORK PLANS

JLL Canada aims to provide a flexible and inclusive workplace. We are focused on exploring possibilities to remove barriers and enable the best possible performance from employees. Our commitment is to assess and provide alternative arrangements to the extent that such accommodations are reasonable and required.

To understand your individual needs, medical and/or other information may be requested and your participation is critical. Your request will be reviewed and if approved, any modifications, including changes to employment status, work hours, job duties, compensation, and physical workspace, will be reviewed with you. Please work with your manager/HR partner utilizing the Workplace Accommodation Request form to initiate this process.

JLL will aim to ensure that all accommodation requests are assessed in a timely manner and provide a response/communication to employees on the outcome of those assessments and any impacts to employee's work hours, job duties, compensation, physical workspace, etc.