
Multi Year Accessibility Plan

I. Purpose

Jones Lange LaSalle (JLL) is committed to meeting the accessibility needs of persons with disabilities in a timely manner and consistent with the principles of dignity, independence, integration, and equal opportunity. The purpose of this Plan is to outline JLL's strategy to remove and prevent barriers to accessibility in providing goods, services and opportunities to people with disabilities.

II. Scope

This applies to all JLL Canada employees, 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. Customer Service

JLL is committed to providing accessible customer service to people with disabilities. JLL has updated its *Accessible Customer Service Policy* in 2020 and the policy is available on the JLL website under *Accessibility*.

As per JLL's *Accessible Customer Service Policy*, accessible customer service training is provided to all Ontario-based employees and relevant others. This training is reviewed regularly to ensure any regulatory changes are addressed.

IV. Information and Communications

JLL is committed to making our information and communications accessible to people with disabilities. Upon request, JLL will provide or arrange for the timely provision of accessible formats and communication supports for persons with disabilities that take into consideration each person's individual accessibility needs. JLL will work with the person with a disability to determine the appropriate method of communication or the appropriate accessible communication format required, based on individual need.

JLL's feedback processes are accessible to people with disabilities, and upon request, we will provide or arrange for the timely provision of accessible formats and communication supports to provide feedback. Feedback can also be provided via email, mail, in-person, over electronic chat, or over the phone.

V. Employment

JLL is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment, and selection processes. Upon request and in consultation with job applicants, JLL will provide reasonable accommodations that take into consideration individual needs.

JLL is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship. JLL maintains this commitment through:

- Providing accessible formats and communication supports to employees upon request as soon as practicable after commencing employment.
- Informing employees of JLL's relevant support policies as soon as practicable after commencing employment. Additionally, notifying employees of any changes to existing policies for supporting employees with disabilities.
- Consulting with employees as soon as practical after commencing employment to determine reasonable accommodations for disabilities.
- Providing individualized workplace emergency response information to employees.
- Developing individualized return to work processes for employees who have been absent from work due to a disability.
- Reasonably considering accessibility needs of employees with disabilities and individual accommodation plans throughout the course of the employee life cycle.

VI. Training

JLL is committed to ensuring that training is provided to all relevant employees as required by legislation regarding accessibility and human rights as they pertain to persons with disabilities. This training is reviewed regularly to ensure any regulatory changes are addressed.

VII. Maintenance and Review

This Plan will be reviewed at least every five years, unless an earlier review is required by applicable legislation.