

AODA POLICY

PURPOSE:

Zoran Properties Inc. is committed to diversity, inclusion and accessibility for persons with disabilities and understands its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and under the Ontario Human Rights Code. We ensure that our team provide customers, clients and visitors service with the knowledge and training required under the Act.

SCOPE:

This policy outlines how Zoran Properties Inc. provides its programs, goods and services to all customers and clients in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

POLICY COMPONENTS:

Zoran Properties Inc. will use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles as outlined in the AODA.

Assistive Devices

Zoran Properties Inc. permits persons with disabilities to use their personal assistive devices while accessing goods and services provided to the public by Zoran Properties Inc, unless there is an associated risk to the person with the disability, or any other person, when using the device. In situations where risk has been determined, team members will work with the person to assess alternate methods of using their device or providing services.

Communication

Zoran Properties Inc. is committed to communicating with persons with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication facilitates them communicating effectively for the purposes of using, receiving and requesting goods and services.

Service animals and support persons

Zoran Properties Inc. welcomes onto its premises support persons and service animals upon whom persons with disabilities rely.

Notice of temporary disruption

Zoran Properties Inc. will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

Training of employees

Zoran Properties Inc. will provide training to all of its employees regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

PROCEDURE:

To request accommodation or assistance for any program, good or service, contact Zoran Properties Inc. by phone or email.

Feedback process

Zoran Properties Inc. encourages feedback regarding how it provides programs, goods and services to persons with disabilities. This can be provided via the following methods:

- E-mail: headoffice@zoranproperties.com
- Mail: 75 International Blvd, Suite 400, Toronto, ON M9W 6L9
- Phone: 416.620.5696
- Fax: 416.620.7705

Modifications to this or other policies

Zoran Properties Inc. is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any Zoran Properties Inc. policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.