



Canada COMPLIANCE

POLICY: Accessibility for Ontarians with Disabilities Act (AODA)

EFFECTIVE DATE: December 2011

I. POLICY

CBRE Limited is committed to providing excellent customer service and products, and an equal opportunity for all of our customers to access those products and services. We will provide information about our products and services both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

II. PROVISIONS AND CONDITIONS

- a. CBRE will communicate to persons with disabilities in ways that take into account their disability. We will train our staff on how to interact and communicate with our customers who may have various types of disabilities.
- b. CBRE is committed to serving customers who may use assistive devices to obtain information about our products or services.
- c. Persons with a disability may enter CBRE premises accompanied by a service animal and keep the animal with them, if the public has access to such areas, and the animal is not otherwise excluded by law.
- d. CBRE will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services. We will not be able to give adequate notice in cases of emergencies.
- e. CBRE will post a sign regarding a site closure or equipment maintenance issue (e.g. such as elevator service). This sign will be printed and laid out with sufficient size and visibility.
- f. This policy is available to all customers upon request and can be provided in written or electronic format. Other formats can be made available upon request.

CBRE welcomes feedback, including feedback about the delivery of information or services to persons with disabilities. Users can submit feedback to 1 877 296 4499 or via email at aoda@cbre.com

All comments or questions will be addressed and responded to in a timely manner.