



Multi-Year Accessibility Plan

Created: April 14, 2026

Version: 1.0

Policy Administrator:

Adam Gordon, President



Purpose

This Multi-Year Accessibility Plan outlines Gordons Real Estate Brokerage Ltd.'s commitment to identifying, preventing, and removing barriers to accessibility and providing accessible services in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

Scope and Applicability

This plan applies to all employees, volunteers, contractors, clients, and members of the public. Accessibility standards will be implemented consistently across all operations.



Statement of Commitment

Gordons Real Estate Brokerage Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. The organization is committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility.

Accessibility Principles

- ✓ **Dignity** - Services will respect the dignity of persons with disabilities.
- ✓ **Independence** - Persons with disabilities will be able to do things on their own whenever possible.
- ✓ **Integration** - Services will be provided in ways that allow people to benefit in the same place and similar way as others.
- ✓ **Equal Opportunity** - People with disabilities will have equal opportunity to access goods and services.

Past Achievements

- ✔ Developed and implemented Accessibility and Accessible Customer Service Policy
- ✔ Provided accessibility training to employees, volunteers, and contractors
- ✔ Implemented processes for accessible communication and formats upon request
- ✔ Established accessible feedback processes

Planned Accessibility Initiatives (2026–2031)



Information and Communication

- ✔ Provide accessible formats and communication supports upon request in a timely manner and at a cost no more than regular charges (ongoing).
- ✔ Consult with individuals requesting accommodation to determine suitable formats (ongoing).
- ✔ The organization will work toward ensuring websites and web content conform to WCAG 2.0 Level AA and will provide accessible formats and communication supports upon request in a timely manner.



Employment

- ✔ Notify employees and the public about the availability of accommodation for applicants with disabilities (ongoing).
- ✔ Inform applicants selected for assessment that accommodations are available upon request (ongoing).
- ✔ Notify successful applicants of policies supporting employees with disabilities (ongoing).
- ✔ Develop and maintain documented individual accommodation plans and review annually.
- ✔ Maintain a documented return-to-work process and review annually.
- ✔ Consider accessibility needs in performance management, career development, and redeployment (ongoing).
- ✔ Provide individualized workplace emergency response information and update as required.



Customer Service

- ✔ Provide goods and services in a manner that respects dignity, independence, integration, and equal opportunity (ongoing).
- ✔ Permit use of assistive devices, service animals, and support persons (ongoing).

- ✓ Provide notice of temporary disruptions including reason, duration, and alternatives (ongoing).
- ✓ Maintain accessible feedback processes and improve channels annually.



Training

- ✓ Provide training on AODA, IASR, and the Ontario Human Rights Code to all employees, volunteers, and contractors.
- ✓ Ensure training includes interaction with persons with disabilities, use of assistive devices, and handling accessibility challenges.
- ✓ Provide training as soon as practicable and on an ongoing basis when changes occur.
- ✓ Monitoring and Review

Progress on this plan will be reviewed annually by the Policy Administrator or designate.

Updates will be documented and incorporated into future revisions.

Review and Reporting

Accessibility compliance reports will be submitted as required (generally every three years).

This plan will be reviewed and updated at least every five years.

Accessibility Contact

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