



DAVPART INC. ACCESSIBLE CUSTOMER SERVICE PLAN

July 2013

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

DAVPART INC. is committed to excellence in serving all customers, tenants and clients (“Customers”) including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide, that may be used by Customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Forms and contracts are available in large print format or electronic upon request.

Service Animals

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

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for Customers with disabilities, DAVPART INC. will notify Customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all entrances.

Training

DAVPART INC. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Leasing Managers, Property Managers, Superintendents, Receptionists, Shopping Centre Managers and Support Staff, and Contractors.

This training will be provided to staff upon hiring and annually.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- DAVPART INC.'s plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

- What to do if a person with a disability is having difficulty in accessing DAVPART INC.'s goods and services.

Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way DAVPART INC. provides goods and services to people with disabilities can email Accessibility@davpart.com or verbally contact the Accessibility Manager – Brenda Kearn at 416-222-3010.

All feedback, including complaints, will be directed to the Accessibility Manager – Brenda Kearn. Customers can expect to hear back within 10 business days.

Notice of Availability

DAVPART INC. will notify the public that our policies are available upon request by posting them on our website – www.davpart.com.

Modifications to this or other Policies

Any policy of DAVPART INC. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.