



MULTI-YEAR ACCESSIBILITY PLAN

Purpose

The Multi-Year Accessibility Plan (the “Plan”) outlines Tricon’s (the “Company”) commitment and ongoing strategy to identify, remove, and prevent barriers for persons with disabilities. The Plan has been developed in accordance with the requirements of *the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the Integrated Accessibility Standards Regulation (IASR).

This Plan describes the actions that Tricon will take to improve accessibility, maintain compliance with accessibility legislation, and promote an inclusive experience for employees, residents, applicants, visitors, vendors, and members of the public.

Statement of Commitment

Tricon is committed to providing an inclusive and accessible environment for all individuals. We are committed to treating people with disabilities, both visible and invisible, in a way that allows them to maintain their dignity, respect, integration, independence and equal opportunity.

Accessibility is an ongoing responsibility. Tricon will continue to identify, remove, and prevent barriers and will work to ensure that accessibility considerations are incorporated into our policies, programs, services, facilities, communications, and employment practices.

Accessibility Governance

Tricon maintains policies, processes, and practices designed to support accessibility and compliance with applicable legislation.

To support ongoing accessibility efforts, Tricon will:

- Review accessibility policies and procedures on a regular basis
- Monitor legislative developments and emerging accessibility best practices
- Maintain accessibility training programs
- Review accessibility related feedback and identify opportunities for improvement
- Review and update this plan at least once every five years
- Make this Plan publicly available and provide accessible formats upon request

Accessible Emergency and Public Safety Information

Objective

To ensure emergency information is available and accessible to persons with disabilities.

Ongoing Commitments

Tricon will:



- Provide publicly available emergency procedures, plans, and public safety information in accessible formats upon request
- Provide individualized workplace emergency response information where required for employees with disabilities
- Review emergency response information when employee needs change or when workplace conditions change

Customer Service

Objective

To provide accessible services and facilities that can be used by persons with disabilities with dignity and independence.

Ongoing Commitments

Tricon will:

- Maintain a customer service accessibility policy
- Provide accessible customer service in accordance with AODA
- Support the use of assistive devices, service animals, and support persons
- Provide accessible methods for communication and customer feedback
- Communicate service disruptions affecting accessibility features
- Continue to identify and remove barriers that may affect access to services or facilities

Information and Communications

Objective

To ensure information and communications are accessible to persons with disabilities.

Ongoing Commitments

Tricon will:

- Provide accessible formats and communication supports upon request
- Consult with individuals requesting accessible formats to determine appropriate solutions
- Respond to requests in a timely manner and at no additional cost
- Maintain public websites and web content in accordance with applicable WCAG accessibility requirements
- Consider accessibility when developing communications materials, digital content, and technology solutions

Employment

Objective

To create and maintain an accessible and inclusive workplace throughout the employment lifecycle.



Ongoing Commitments

Tricon will:

- Maintain an employee accessibility policy
- Provide accommodations throughout recruitment, assessment, hiring, and onboarding process
- Maintain a documented accommodation process and individualized accommodation plans
- Maintain a documented return to work process for employees returning from disability related leaves
- Provide workplace emergency response information where required
- Consider accessibility needs and accommodation plans in performance management, career development, advancement, and redeployment activities
- Provide managers with resources and guidance to support workplace accommodations

Built Environment and Public Spaces

Objective

To provide accessible physical environments and maintain accessible features.

Ongoing Commitments

Tricon will:

- Meet applicable accessibility requirements when constructing, renovating, or redeveloping facilities and public spaces
- Consider accessibility requirements during planning, design, and project implementation
- Maintain accessible elements in working order
Communicate temporary disruptions affecting accessible features where appropriate

Training

Objective

To ensure employees understand accessibility obligations and are equipped to support accessible interactions and workplaces.

Ongoing Commitments

Tricon will:

- Provide accessibility training required under the AODA and Ontario Human Rights Code
- Provide training as soon as practicable after hire
- Provide updated training when accessibility policies or practices materially change
- Maintain records of training

Procurement and Vendor Management

Objective

To incorporate accessibility considerations into purchasing and vendor relationships where appropriate.

Ongoing Commitments

Tricon will:



- Consider accessibility criteria and features when procuring goods, services, facilities, and technologies, where practical and appropriate
- Communication accessibility expectations to vendors providing services on behalf of Tricon
- Take reasonable steps to encourage compliance with applicable accessibility requirements among third party service providers

Monitoring and Continuous Improvement

Accessibility is an ongoing process rather than a one-time initiative

Tricon will continue to:

- Review accessibility related feedback
- Assess accessibility barriers that may arise through operations, facilities, communications, and employment practices
- Identify opportunities for continuous improvement
- Monitor compliance with accessibility legislation
- Review progress toward accessibility objectives

Availability of the Plan

This Multi-Year Accessibility Plan is publicly available and will be provided in accessible formats upon request.

Filing

Tricon will file Accessibility Compliance Reports with the Ministry as required.

For More Information

For more information or to request an alternative format for this Plan, the publicly-available customer service accessibility policy, or to provide feedback on Tricon's services or facilities for persons with disabilities, please contact Tricon;

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Plan Review Schedule

Effective Date: June 2026

Next Scheduled Review: June 2031