

**ACCESSIBILITY POLICY**

**Granite REIT**  
**77 King Street West, Suite 4010, TD Centre,**  
**Toronto, Ontario M5K 1H1**

**Statement of Commitment**

Granite Real Estate Investment Trust (“Granite”) is committed to providing services in a way that respects the dignity and independence of persons with disabilities. Granite is further committed to ensuring persons with disabilities are given the same opportunities as others in their dealings with Granite.

**Assistive Devices**

Granite will train and familiarize its staff with various assistive devices that may be used by visitors with disabilities while accessing Granite’s services on its premises.

**Communications**

Granite will communicate with individuals with disabilities in a manner that takes into account their disability.

Granite communicates with external persons in a variety of ways, including in person interactions, letters, telephone calls and electronic communications (emails and facsimile). In determining the appropriate method and form of communication, we will take into account accessibility needs resulting from disabilities.

**Service Animals**

Granite welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public in accordance with applicable laws. We also will ensure that staff and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

**Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them while on Granite’s premises and will have access to the support person at all times while on Granite’s premises. When personal or confidential information is being discussed, Granite will first obtain consent from the individual prior to engaging in any discussions in front of the support person.

## **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access Granite's services, Granite will notify individuals of the disruption. The 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. Notice of a service disruption will be posted and/or communicated in a manner that is reasonable in the circumstances.

## **Training**

Granite will provide accessible service training to employees who deal with the public or other third parties after they commence employment with Granite. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of Granite's services.

### **Training will include:**

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the applicable requirements thereto;
- an overview of Granite's Accessibility Policy;
- 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;
- how to use any assistive devices that Granite may have available to assist individuals with disabilities to access services at Granite; and
- what to do if a person with a disability is having difficulty in accessing Granite's services.

Granite will provide training to staff when changes are made to the Policy.

## **Feedback Process**

Granite will post its accessibility commitments on its website and will be provided to individuals, upon request.

Granite is committed to providing accessible service policies that respect and promote the dignity and independence of persons with disabilities and welcomes comments on our services in this regard.

Feedback can be sent to:

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