

### ***Accessibility for Ontarians with Disabilities Act (AODA) POLICY***

Altus Group strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities and to ensure its facilities are accessible to all persons with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods, services and facilities, in the same place and similar way as other employees, clients and partners.

#### **Our Feedback Process**

Our goal is to surpass public expectations while serving people with disabilities. Comments on our goods, services and facilities regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding Altus Group's facilities or the way it provides goods or services to people with disabilities can be made by:

- Letter or in person at 33 Yonge St. Toronto, Ontario Canada M5E 1G4
- Email at [accessibility@altusgroup.com](mailto:accessibility@altusgroup.com)
- Telephone at 416.641.9500 or by Fax at 416.641.9501

All feedback should be directed to the Vice President, Human Resources who will engage relevant teams within Altus Group to address all feedback as quickly as possible.

- A response may be expected within 10 days
- Alternate methods of providing feedback are available upon request

Altus Group's AODA Policy and related documents including the feedback process are available on the Company website at <http://www.altusgroup.com/aoda-policy> and are available in accessible formats and supports upon request.