

Accessibility for Ontarians with Disabilities Act (AODA) POLICY

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

Our Feedback Process

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

Feedback regarding the way Altus Group provides 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
- 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 upon request or on the Company website at <http://www.altusgroup.com/aoda-policy>.