



Menkes Property Management Services Ltd.

Effective January 2012

Customer Service Policy

**Accessibility for Ontarians with Disabilities Act, 2005
Providing Goods and Services to Persons with Disabilities**

TABLE OF CONTENTS

OUR COMMITMENT2

- 1. Providing goods and services to persons with disabilities..... 2
- 2. Use of service animals and support persons3
- 3. Notice of temporary disruption3
- 4. Training for staff3
- 5. Feedback process4
- 6. Modifications to this or other policies4
- 7. Questions about this policy5

OUR COMMITMENT

In fulfilling our mission, Menkes Property Management Services Ltd. is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

1. Providing goods and services to persons with disabilities

Menkes Property Management Services Ltd. is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

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

We will train staff who communicate with customers on how to interact and communicate with persons with disabilities with various types of disabilities.

b. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail, fax or letter if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

d. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

2. Use of service animals and support persons

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly

trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Menkes Property Management Services Ltd.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3. Notice of temporary disruption

Menkes Property Management Services Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

4. Training for staff

Menkes Property Management Services Ltd. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided within the first week after staff commences their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with persons with disabilities with various types of disabilities.
- How to interact with persons 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 Menkes Property Management Services Ltd.'s goods and services.
- Menkes Property Management Services Ltd.'s policies, practices and procedures relating to the customer service standard.

All staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback process

The ultimate goal of Menkes Property Management Services Ltd. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Menkes Property Management Services Ltd. provides goods and services to persons with disabilities can be made by e-mail, verbally or formal feedback process. All feedback will be directed to Zelka Vazdar, Senior Director, Property Management, Suburban Office, Industrial & Retail Portfolio or Gregory Brent, Senior Director, Property Management, Downtown Portfolio. Contact information can be found at the end of this policy. Customers can expect to hear back within 5 business days.

6. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of Menkes Property Management Services Ltd. that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

7. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the following representatives of the Company:

Zelka Vazdar
Senior Director, Property Management
Suburban Office, Industrial & Retail Portfolio
Menkes Property Management Services Ltd.
4711 Yonge Street, Suite 101
Toronto, Ontario M2N 7E4
(416) 642-8985
zelka.vazdar@menkes.com

Gregory Brent, MBA
Senior Director, Property Management
Downtown Office Portfolio
Menkes Property Management Services Ltd.
1 York Street, Suite 1410
Toronto Ontario M5J 0B6
(416) 342-1131
gregory.Brent@menkes.com