

RE/MAX Realty Services Inc.

AODA - Company Policies

Accessible Customer Service Policy

Employment Policy

Information and Communications Policy

Procuring or Acquiring Goods and Services, or Facilities Policy

Emergency Response Plan (AODA Compliant)

Establishment of Accessibility Policies and Plans

RE/MAX Realty Services Inc. has developed, implement and will maintain policies governing how it will achieve accessibility through these requirements.

RE/MAX Realty Services Inc. will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

RE/MAX Realty Services Inc. has established, implemented, and documented a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

RE/MAX Realty Services Inc. will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement RE/MAX Realty Services Inc.'s accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

RE/MAX Realty Services Inc. will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

RE/MAX Realty Services Inc.

AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Note: This policy is current to the July 1, 2016 changes to accessibility legislation.

Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by RE/MAX Realty Services Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- A. [The Provision of Goods and Services to Persons with Disabilities;](#)
- B. [The Use of Assistive Devices](#)
- C. [The Use of Guide Dogs, Service Animals and Service Dogs](#)
- D. [The Use of Support Persons](#)

E. [Notice of Service Disruptions](#)

F. [Customer Feedback](#)

G. [Training](#)

H. [Notice of Availability and Format of Required Documents](#)

A. The Provision of Goods and Services to Persons with Disabilities

RE/MAX Realty Services Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

B. The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by RE/MAX Realty Services Inc.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) RE/MAX Realty Services Inc. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, RE/MAX Realty Services Inc. may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, RE/MAX Realty Services Inc. will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, RE/MAX Realty Services Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations RE/MAX Realty Services Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Admission Fees

Where RE/MAX Realty Services Inc. requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, RE/MAX Realty Services Inc. will not charge the support persons any fees or fares.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of RE/MAX Realty Services Inc.. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use RE/MAX Realty Services Inc.'s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur RE/MAX Realty Services Inc. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the RE/MAX Realty Services Inc. website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Customer Feedback

RE/MAX Realty Services Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Joanne Davies, Operations Manager
905-456-1000 ext. 3110
391 Main St. N., Brampton L6X 1N7
Joanned@4561000.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any RE/MAX Realty Services Inc. employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

Every person who is an employee of, or a volunteer with, the provider. Every person who participates in developing the provider's policies. Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- RE/MAX Realty Services Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

RE/MAX Realty Services Inc. will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors (insert when such as, during orientation). Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

RE/MAX Realty Services Inc. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

RE/MAX Realty Services Inc. shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by RE/MAX Realty Services Inc., the RE/MAX Realty Services Inc.'s website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Joanne Davies, Operations Manager
905-456-1000 ext. 3110
391 Main St. N., Brampton L6X 1N7
Joanned@4561000.com

RE/MAX Realty Services Inc.

AODA – Integrated Accessibility Standards Regulation (IASR) Employment Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by RE/MAX Realty Services Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio, electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [Recruitment, Assessment and Selection](#)
- B. [Accessible Formats and Communication Supports for Employees](#)
- C. [Workplace Emergency Response Information](#)
- D. [Documented Individual Accommodation Plans](#)
- E. [Performance Management and Career Development and Advancement](#)
- F. [Review](#)

A. Recruitment, Assessment and Selection

RE/MAX Realty Services Inc. will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, RE/MAX Realty Services Inc. will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of RE/MAX Realty Services Inc.'s policies and supports for accommodating people with disabilities.

B. Accessible Formats and Communication Supports for Employees

RE/MAX Realty Services Inc. will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, RE/MAX Realty Services Inc. will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

RE/MAX Realty Services Inc. will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

C. Workplace Emergency Response Information

Where required, RE/MAX Realty Services Inc. will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- RE/MAX Realty Services Inc. reviews general emergency response policies.

D. Documented Individual Accommodation Plans

RE/MAX Realty Services Inc. will document individual accommodation plans for employees with disabilities. RE/MAX Realty Services Inc. will accommodate employees with disabilities up to the point of undue hardship. The process for the development of these accommodation plans include the following specific elements:

- Employee participation in the development of the plan;
- The means by which the employee is assessed;
- The ways that RE/MAX Realty Services can request an evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved;
- Steps taken to protect the privacy of the employee's personal information;
- Accommodation plan will be reviewed or updated at request of the Employee;
- Providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.

E. Performance Management and Career Development and Advancement

RE/MAX Realty Services Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

F. Review

This policy will be reviewed regularly to ensure that it is reflective of RE/MAX Realty Services Inc.'s current practices as well as legislative requirements.

AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by RE/MAX Realty Services Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready– An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [Feedback Process](#)
- B. [Accessible Formats and Communication Supports](#)
- C. [Emergency Procedures, Plans or Public Safety Information](#)
- D. [Accessible Websites and Web Content](#)

E. [Exceptions](#)

L. [Review](#)

A. Feedback Process

RE/MAX Realty Services Inc. will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, RE/MAX Realty Services Inc. will make known the availability of accessible feedback formats.

B. Accessible Formats and Communication Supports

Unless deemed [unconvertible](#), RE/MAX Realty Services Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

RE/MAX Realty Services Inc. will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

RE/MAX Realty Services Inc. will make the availability of accessible formats and communication supports publicly known.

C. Emergency Procedures, Plans or Public Safety Information

RE/MAX Realty Services Inc. will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

D. Accessible Websites and Web Content

RE/MAX Realty Services Inc. will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

E. Exceptions

The Information and Communications Standard does not apply to:

- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, RE/MAX Realty Services Inc. will ensure that the individual who made the request is provided with an explanation and a summary of the information.

RE/MAX Realty Services Inc. will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

L. Review

This policy will be reviewed regularly to ensure that it is reflective of RE/MAX Realty Services Inc.'s current practices and legislative requirements.

AODA – Procuring or Acquiring Goods and Services, or Facilities Policy

Intent

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario for the Procuring or Acquiring Goods and Services, or Facilities set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#).

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

This policy addresses the following:

- A. [Off-Street Accessible Public Parking](#)
- B. [Obtaining Goods and Services](#)
- C. [Exceptions](#)
- D. [Review](#)

A. Off-Street Accessible Public Parking

Types of Spaces and Access Aisles

RE/MAX Realty Services Inc. will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards*, [section 80.35](#).

Minimums

RE/MAX Realty Services Inc. will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards*, [section 80.36](#).

Signage

RE/MAX Realty Services Inc. will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

B. Obtaining Services

Reception Counters

When constructing or replacing any reception counters, RE/MAX Realty Services Inc. will ensure that the counter is made accessible in accordance with the *Integrated Accessibility Standards*.

Waiting Areas

When constructing or redeveloping an existing waiting area, RE/MAX Realty Services Inc. will ensure that a minimum of 3% of the seating is made accessible. RE/MAX Realty Services Inc. will ensure that there will be at least one (1) accessible seat.

Entrance Doors

When constructing or replacing any entrance doors, RE/MAX Realty Services Inc. will ensure that the door is made accessible in accordance with the *Integrated Accessibility Standards*.

C. Exceptions

There may be times where it is not possible for RE/MAX Realty Services Inc. to meet all technical requirements. In these instances, RE/MAX Realty Services Inc. will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

D. Review

This policy will be reviewed regularly to ensure that it is reflective of RE/MAX Realty Services Inc.'s current practices as well as legislative requirements.

RE/MAX Realty Services Inc.

Emergency Response Plan (AODA Compliant)

**This policy is in compliance with [Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005.](#)*

Intent

RE/MAX Realty Services Inc. is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the RE/MAX Realty Services Inc. Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting RE/MAX Realty Services Inc.

This plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the plan in the event of an emergency or catastrophe. The guidelines shown in this plan are intended to keep employees of RE/MAX Realty Services Inc. prepared should RE/MAX Realty Services Inc. premises and/or facilities become unsafe due to calamity.

Definitions

Fire and/or smoke –Any conflagration (fire) of combustible materials at RE/MAX Realty Services Inc. causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby RE/MAX Realty Services Inc. where there is a clear danger of the fire spreading to RE/MAX Realty Services Inc. or causing the air to become un-breathable due to smoke.

Natural disaster or severe weather –This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, and so on. In some cases, natural disaster may also include excessive periods of intensely cold weather, or excessive periods of intensely hot and/or humid weather.

Chemical, biological, or radiological incidents –This may include a release of toxic chemicals or other dangerous agents within the vicinity of RE/MAX Realty Services Inc., including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials.

Structural failures –This term encompasses any damage to RE/MAX Realty Services Inc. property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed

walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

Guidelines

In general, RE/MAX Realty Services Inc. employees must report an emergency event immediately to a member of management or other appropriate authority.

Once the emergency has been ascertained, our management team will be the first to respond to the incident. They will assess the severity of the emergency and communicate immediately with groups as appropriate to coordinate and instruct co-workers, coordinate evacuation.

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only Mike Zuccato or an appointed designee has the authority to declare a state of emergency for RE/MAX Realty Services Inc. and can activate this plan.

For the purposes of this plan, RE/MAX Realty Services Inc. defines "emergency" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property, and include: instances of fire and/or smoke; natural disaster/severe weather; chemical, biological or radiological incidents; and structural failures.

**Responsibilities in an emergency are delegated amongst various members of the management team, as indicated in the RE/MAX Realty Services Inc. Emergency Response/Assessment Checklist.*

Fire and/or Smoke

- Rescue anyone in immediate danger.
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911 and follow any and all instructions. Assign someone to guide the response personnel directly to the fire.
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners.
- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low, at the base of the fire, depress the trigger, and move nozzle move slowly upward with a sweeping motion.
 - Do not aim nozzle at the middle or the top of the flames.
 - If fire cannot be extinguished, evacuate the building immediately.
 - Keep low to the floor to avoid inhaling smoke.

- If the fire cannot be safely extinguished using available fire extinguishers, evacuate the premises immediately using the nearest and safest exit.
 - Close all doors behind you as you leave.
- Report to the designated "Emergency Evacuation Area" outside of the office
 - Immediately report any employee(s), customer (s), visitor(s), contractor(s) or individual(s) who have remained in the building or refused to leave.
- Do not return until it has been declared safe to do so by the Fire Department.

If you are unable to leave your work station, or have returned to it due to fire or heavy smoke:

- Close all doors to prevent the entry of smoke and fire.
- Dial 911 to notify the authorities and inform them of who and where you are.
- Signal to the Fire Fighters, by any means possible, to draw attention to you.
- If possible, seal all cracks where smoke can get in.
- Crouch low to the floor if smoke begins to enter your area.
- Move to the nearest protected location in the room or area.
- Wait to be rescued and remain calm.
- Do not leave the area.
- Do not panic or jump.
- Listen for instructions or information which may be given by authorized personnel.

Natural Disaster or Severe Weather

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and/or blinds.
- Close all windows, curtains and blinds and instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into bathrooms or other enclosed area.
- Listen to all weather reports for updates. Do not leave the bathrooms or other enclosed area until the weather warning has been lifted.
- Stay calm. Encourage others to stay calm also.
- Have portable radios available, along with extra batteries.
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained.

Emergency Survival Kits

As a best practice, emergency survival kits should include enough supplies for employees, volunteers, visitors, customers and guests to survive for 72 hours.

Important items to include in the kit are:

- Candles;
- Matches sealed in a water proof bag;
- Fire retardant blankets;
- Flashlight(s);
- Ample batteries;
- Telephone(s) that will work in a power outage;
- A well-stocked first aid kit;
- Non-perishable food;
- Manual can opener;
- Whistle to serve as an extra communication device;
- Cases of bottled of water.

Other items can include spare clothes, personal hygiene items, pain and allergy relief pills and assistive devices such as asthma inhalers, canes and diabetic medication.

Chemical, Biological, or Radiological

- Call 911 and report the situation and follow any instructions given.
- Notify managers immediately.
- Commence evacuation procedures.

Structural Failure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

- In the event of a power outage:
 - Gather flashlights and other needed supplies.
 - Check on all employees and visitors to ensure their safety.
 - Ensure all backup or emergency lighting is fully operational.
 - If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day.
- In the case of water, heat, or other utility disruptions:
 - All attempts will be made to determine the cause of the disruption and the probable length of shutdown.
 - Where required, the local utility provider shall be contacted to assess and resolve the situation.
 - If the shutdown is prolonged, consult with management to consider dismissing employees for the day.
- If ceilings, walls, or the foundation has collapsed or are collapsing:
 - Exit the building immediately following your evacuation procedures.

- If exits are sealed:
 - Find a sturdy piece of furniture such as a desk or sofa and get under it, or directly beside with your body lower than the height of the object.
 - If you cannot fit, lean up against an interior wall.
 - Cover your head and mouth to prevent dust inhalation.
 - Avoid exterior walls and reduce movement around the room.
- If trapped:
 - Remain calm, orient yourself, and signal for help.
 - Depending on the situation, signalling will include tapping on walls or pipes to carry sound, calling out, or dialling for help using a cellular phone.

Employee/Visitor Evacuation Procedure

In the event that RE/MAX Realty Services Inc. declares that an evacuation of the premises is necessary in response to an emergency situation, employees/visitors are required to follow the steps below:

1. Stop working and shut down any equipment in use;
2. Proceed to posted emergency exit, following posted evacuation route(s);
3. Touch doorknobs/door handles carefully to check for heat; and
4. Proceed to designated meeting area (unless otherwise instructed).

Bomb Threats

In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. Therefore, all threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.

Missing Employee/Visitor Procedure

- Employees will be directed by the response/assessment team member to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices, and other areas.
- Should a search of the premises prove unsuccessful, the response/assessment team member shall notify local law enforcement by calling 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family and/or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.

- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.

Alternative Formats

RE/MAX Realty Services Inc. is dedicated to ensuring the health and safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or is in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Joanne Davies, Operations Manager

905-456-1000 ext. 3110, joanned@4561000.com

RE/MAX Realty Services Inc. will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text;
- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.