Multi-Year Accessibility Plan

Larlyn Property Management Ltd. | November 2026 – November 2031

Message from the CEO

At Larlyn Property Management Ltd., we believe property management is about much more than buildings. It is about people, trust and the lasting relationships we build with the communities we serve.

Every property is someone's home, and every interaction is an opportunity to make a positive difference. Our belief that "we make a house a home" reflects the care, respect and personal attention we strive to bring to our work every day. We want residents, clients, visitors and employees to feel welcomed, heard and valued.

That commitment begins with our people. We invest in training, development and the support our team members need to succeed. By listening to employees, recognizing individual needs and removing barriers, we build a stronger workplace and empower our teams to deliver the thoughtful, dependable service our clients and communities deserve.

Accessibility is an essential part of that promise. We are committed to providing equitable opportunities, improving the accessibility of our services and communications, and treating every individual with dignity and independence. Our goal is not simply to meet requirements, but to keep learning, improving and building relationships that stand the test of time.

Through this 2026-2031 plan, we will continue working toward an inclusive environment where people feel supported, respected and genuinely at home.

Introduction

Larlyn Property Management Ltd. strives to meet the needs of employees and customers with disabilities and to identify, remove and prevent barriers to accessibility.

Larlyn is committed to fulfilling applicable requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This 2026–2031 plan describes our existing policy foundations and planned improvements to accessibility in our Ontario operations.

For client-managed properties, site-specific implementation depends on Larlyn’s responsibilities and authority under the relevant management arrangements. Property ownership and responsibility for physical modifications will be confirmed as appropriate.

- The plan covers November 2026 to November 2031 and will be reviewed and updated at least once every five years.
- Larlyn provides accessibility-related training to Ontario employees, including the Ontario Human Rights Code as it relates to persons with disabilities; training records will be verified and maintained.
- Human Resources coordinates the plan with operational management, Property Managers, Information Technology and other relevant parties.
- The approved plan will be made available publicly and in accessible formats upon request.

Section 1. Past Achievements to Remove and Prevent Barriers

Larlyn has established accessibility commitments and supporting procedures across customer service, employment, communications and training. The following highlights practices reflected in our policies and organizational approach. Where implementation or completion records require validation, this is identified in our ongoing improvement priorities.

Customer Service

- Larlyn maintains accessibility guidance addressing assistive devices, service animals, support persons, temporary service disruptions and customer feedback, with an emphasis on dignity and individual needs.

- Larlyn's corporate offices, Human Resources is responsible for coordinating and communicating notices of temporary service disruptions.
- For the communities we serve, Property Managers coordinate communications to residents and other affected individuals through property or building notices, the website, and other appropriate channels.
- Accessible service disruption communications have long been part of Larlyn's accessibility planning, including notifying affected individuals of available alternatives when accessible facilities or services are interrupted.

Information and Communications

- Our accessibility approach provides for consultation with individuals who need accessible information, accessible formats or communication supports, including public emergency and safety information upon request.
- Accessibility information is communicated through posted notices/announcements and policies are available for our employees.
- Our approach recognizes accessible public information and consultation on communication needs as essential to effective service for residents, clients and visitors.

Employment

- Our Return to Work Policy establishes a coordinated approach among employees, supervisors and Human Resources to support safe and suitable work following illness or injury, including consideration of modified work.
- Our Human Rights and Accommodation practices include individualized accommodation planning, coordinated by Human Resources with direct managers, and consideration of employee functional needs and confidentiality.
- LarlynWay SharePoint serves as an internal resource for employee policies and guidance; the currency and availability of all approved materials are part of ongoing reviews.
- Accommodation and return-to-work planning recognize the role of appropriate external partners, such as benefit administrators and WSIB case managers, when relevant and with suitable privacy safeguards.
- Recruitment accessibility has been incorporated into Larlyn's established employment approach, including informing candidates that accommodation is available during recruitment, assessment and hiring; consistency across current postings will be verified.

Procurement

- No completed accessibility-specific procurement initiatives have been verified. The applicability of accessibility considerations to purchasing decisions will be reviewed.

Self-service kiosks

- No current kiosk initiatives have been confirmed; Larlyn will determine whether public-facing self-service kiosks fall within its operations.

Training

- Accessibility and relevant Ontario Human Rights Code training form part of Larlyn's employee education approach, including orientation for new hires and ongoing learning. Training participation and completion records are reviewed and maintained by Human Resources.
- Accessibility learning materials have also been identified as resources for employees to review; we will continue strengthening consistent access to these resources and evidence of completion.

Design of Public Spaces

- Larlyn recognizes accessible entrances, paths of travel, parking and customer service areas as important features of welcoming properties. Maintenance, notices and improvements are coordinated within our scope of management responsibilities and with property owners where required.

- Our accessibility planning has historically addressed potential barriers in public-facing areas such as pathways, service counters, waiting areas and accessible off-street parking, where applicable to the properties and services we manage.

Transportation

- No accessible transportation service has been identified in the material reviewed; applicability requires operational confirmation.

Other

Larlyn's approach also recognizes the importance of listening to internal and external feedback, identifying barriers early, and translating lessons learned into practical improvements for our people, residents and clients.

Section 2. Strategies and Actions

The following are proposed actions for 2026–2031. Timeframes are planning targets; items marked for confirmation are not represented as completed.

Customer Service

Larlyn is committed to accessible customer service for people with disabilities.

- By Q2 2027: confirm site-level procedures for customer assistive devices, service animals, support persons and escalation to the relevant Property Manager, with HR support.
- By Q2 2027: standardize temporary accessibility-disruption notices, methods of communication, and available alternatives; continue on an ongoing basis.
- By Q2 2027: check whether any legally restricted areas apply to service animals and document lawful alternatives where needed.

Information and Communications

Larlyn is committed to making information and communications accessible to people with disabilities.

- By Q1 2027: publish the approved accessibility policy and multi-year plan on the public website and describe how to request accessible information or provide feedback.
- By Q1 2027: establish a documented process for logging, assigning, resolving and retaining accessibility feedback, coordinated by HR and the VP, Finance and Administration.
- By Q2 2027: assess relevant website content and online forms against applicable requirements; track and address identified gaps.
- Ongoing: consult with requesters and provide suitable accessible formats or communication supports in a timely manner.

Employment

Larlyn is committed to fair and accessible employment practices.

- By Q1 2027: confirm accommodation notices appear consistently in recruitment, selection, offer and onboarding processes.
- Ongoing: promote accessible recruitment information consistently in internal and external job postings and ensure applicants know how to request accommodation.
- Ongoing: maintain individual accommodation plans through HR and direct managers, including confidentiality safeguards, review triggers and accessible formats.
- By Q2 2027: review the return-to-work policy against current requirements and accommodation practices.
- Ongoing: account for employee accessibility needs in workplace emergency response, performance management, career development and redeployment.

- Ongoing: work with appropriate group benefit and WSIB contacts, where applicable, to support safe and respectful return-to-work planning and accommodation needs.

Procurement

- By Q2 2027: identify purchasing activities and determine how accessibility considerations will be incorporated into relevant procurement decisions, where applicable.

Self-service kiosks

- By Q2 2027: confirm whether Larlyn designs, procures or acquires public-facing self-service kiosks. If applicable, document accessibility considerations in future decisions.

Training

Larlyn is committed to accessibility training and the Ontario Human Rights Code as it relates to people with disabilities.

- Ongoing: maintain training dates and counts of people trained, follow up on incomplete courses and retrain when relevant policies change.
- Ongoing: include accessibility expectations within new-hire orientation and provide accessible learning material and refresher communication appropriate to each role.

Design of Public Spaces

- By Q2 2027: map Larlyn-controlled versus corporation/owner-controlled public spaces and accessible parking, including responsibility for upkeep and changes.
- On new or redeveloped public-space projects: assess accessibility obligations before changes are approved, working with owners and suppliers as applicable.
- Ongoing: communicate disruptions to accessible public spaces and available alternatives, with Property Managers coordinating site notices.
- Ongoing: when accessible areas are disrupted, communicate the nature and anticipated duration of the disruption and available alternatives as promptly as practicable.

Transportation

- By Q2 2027: determine whether any services operated by Larlyn trigger the accessible transportation standard and document the outcome.

Other

- Quarterly from 2027: HR and Operations to review accessibility feedback, barriers, assigned corrective actions and progress.
- Annually: review plan progress and update action tracking; formally review and update the public plan no later than November 2031.

For More Information

For more information about Larlyn's multi-year accessibility plan or to request an accessible version, please contact: Human Resources - Larlyn Property Management Ltd.

Telephone: 519-690-0600 Email: larlyn@larlyn.com

Address: 540 Wharncliffe Road South, London, ON N6J 2N4 Website: https://www.larlyn.com

Accessible copies of this plan and information about our accessibility practices are available on request through Human Resources.