



October 2023

Accessibility Policy

This document reviews the main principles of Azrieli Group's accessibility policy, and specifically physical accessibility, service accessibility, digital accessibility and employment accommodations for persons with disabilities.

Introduction:

The Equal Rights for Persons with Disabilities Law, 5758-1998 and the Equal Rights for Persons with Disabilities Regulations (Service Accessibility Accommodations), 5773-2013 (collectively: the "Law") impose accessibility requirements for public spaces and public service, including malls and offices.

The Law prescribes that a person with disabilities is "A person with a permanent or temporary physical, emotional or mental (including cognitive) impairment, due to which their functioning is substantially limited in one or more key areas of life".

The different types of accessibility include physical accessibility (buildings, infrastructures and environment), service accessibility, digital accessibility (the website and the app) and employment accommodations.

Azrieli Group has public properties in Israel whose visitors include employees and guests who are persons with various disabilities (physical, emotional, mental, cognitive impairments). These persons are estimated to make up approx. 18% of the population. We have therefore set for ourselves a goal of providing the best service to persons with disabilities and consumers with a need for accessibility, and to facilitate accessibility in our properties for a broad range of disabilities, out of a belief that accessibility in public spaces, as well as accessibility to technological means and provision of accessible service, allows the integration of persons with disabilities with dignity, equality, comfort and maximum independence.

The Group has an internal accessibility procedure that is intended to regulate the manner of implementation of the provisions of the Law, exercise of the rights of and provision of service to persons with disabilities. The procedure applies to every officer and every employee of the Company whose job includes management and/or provision of service in the Group's properties, as well as to any other person at the Company with responsibility for accessibility under any law. The procedure determines work processes which allow supervision and control over the provisions of the Law, all as part of the obligation to fulfill the provisions of the Law.

In addition, we are committed to promoting equal rights and to the active integration of persons with disabilities in our workforce. We believe that giving equal opportunities to persons with disabilities in the job market is a basis for a dignified life and societal equality.



Accessibility is a cornerstone at the Group, and therefore we are committed:

In terms of physical accessibility:

- To ensure, on an ongoing basis, that all of the Group's properties meet the provisions of the laws and the regulations (for example the installation of accessible restrooms, wheelchair ramps, adapted signage, etc.), including regulatory updates, if any, with respect to the requirements for building and service accessibility.
- To maintain the working order of the accessibility arrangements over time and to ensure the absence of material nuisances that impact accessibility.
- To continue encouraging and installing state-of-the-art technologies in our properties which assist persons with various disabilities with orientation and facilitate maximum independence during visits to our properties, even beyond the regulatory requirements.

In terms of service accessibility:

To ensure service accessibility, which is a process of expansion of the service such that it is adapted to and meets the needs of persons with disabilities, for the service to be available to them, as it is to persons without disabilities.

- To provide equal service and ensure the personal safety and dignity of persons with disabilities who visit our properties, throughout their time in the property, from the security check at the entrance to their departure.
- To train all of the relevant employees and/or service providers (for example, the security guards at the entrance to the malls) on guiding and helping persons with disabilities who so request, to ensure they receive optimal service in an equal and respectful manner.
- To announce in detailed posts on the Group's website and in designated areas around the properties the accessibility arrangements and the methods for submitting requests for aids and accessible service.
- To provide detailed directions to all of the properties' exits, including for evacuation in emergencies or irregular incidents.
- To provide inclusive and patient customer service and responses to any question regarding accessibility aids in the Group's properties, such as accessible elevators, accessible entrances, accessible restrooms, etc., or request for guidance and assistance.
- To process any accessibility-related complaint or request immediately and thoroughly and to report on the method of handling and outcome thereof.
- To strive to make the Group's events and activities accessible, whether public events in the properties or professional conferences, corporate events, etc.
- To authorize the entry of service animals accompanying persons with disabilities who require them, as authorized by law.



- To strive to instruct and train all of the Group's employees on the various types of disabilities, how they may manifest during receipt of the service and appropriate conduct vis-à-vis persons with disabilities during provision of the service.

In terms of digital accessibility:

- To ensure full accessibility of all of our digital services (the website and the malls app), in addition to our physical properties, according to the required standards, enabling every person to enjoy the Group's online platforms.

In terms of employment accommodations for persons with disabilities:

We never discriminate against any person with disabilities who is qualified to carry out the job, based on their disability, whether during the hiring process, in employment conditions, promotions, training or professional seminars, dismissal and severance pay, or benefits and payments given to employees upon retirement, in accordance with the law.

- As an employer and according to the law, we give employees with disabilities the necessary accommodations such as adapting the hiring tests, adapting work stations, aids, etc., to facilitate performance of their job and integration into the workplace, in as optimal and egalitarian a manner as possible.
- We promote adequate representation of persons with disabilities at a rate of 3% of all of the Group's employees.
- We create an inclusive organizational climate and encourage values of responsibility, tolerance and reciprocity among all of the Group's employees.

Group accessibility officer:

The Group has accessibility officers both at the group level and at each property, who supervise implementation of the accessibility laws, regulations and procedures in all of the properties. We aim to continue improving the accessibility of our service and our properties even beyond the regulatory requirements and according to the broad range of disabilities for every person to feel safe, comfortable and independent in our properties.

This policy document was approved on October 2023. This document is available to the general public on the Group's website and to the Group's employees on our intranet. Contact us with any request or claim by any one of the customer service channels [online](#) or by calling 03-6081300.