



Accessibility Policy (Ontario, Canada)

Commitment

HDR Architecture Associates Inc. and HDR Corporation (“HDR”) are dedicated to do things right to make great things possible. In Canada, we set high standards for the way we conduct business — from corporate and social responsibility to sound business ethics including compliance with all applicable laws and regulations. The Canadian leadership team, employees, and sub-contractors, who interact with or provide service to the public, must comply with federal and provincial regulations. The HDR offices in Canada are committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Ontario’s accessibility laws.

HDR is committed to meeting its current and on-going obligations under the Ontario Human Rights Code respecting non-discrimination. HDR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HDR is committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- All persons who participate in developing the organization’s policies
- All other persons who provide goods, services, or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility will relate to their specific roles.

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards:
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people 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 our organization's goods, services, or facilities
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Standard Cisco IP Phone 8800 Series desk phones provide accessibility features for the visually-impaired – visual message-waiting indicator, visual notification of phone state, adjustable ringtone, pitch, and volume, inline-amplifier support, hearing aid compatible, and acoustic coupled TTY and TDD support; hearing-impaired – high-contrast visual and audible alert of an incoming call, back-lit colour LCD screen, softkeys, navigation cluster, messages button, applications button, contacts button, volume key, headset, speaker-phone, mute buttons; mobility-impaired – lighted buttons, large buttons to access applications, messages, contacts, hold, transfer, and conference, built-in speaker phone, tactile-discernible buttons and functions.
 - Cisco IP Phone 8800 Series has two firmware streams, allowing for multi-platform phones to connect to third-party call control systems.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain training records including the dates on which the training was provided and the names of those successfully trained.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with assistive devices that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

Information and Communication

HDR will work to create, provide, and receive information and communications in ways that are accessible to people with disabilities. When asked, HDR will provide organizational information and communications made available to its customers and the public, including this policy, in an accessible format or with communication supports.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- An explanation as to why the information or communications are unconvertible
- A summary of the unconvertible information or communications.



Corporately, we use WAVE, a suite of evaluation tools that identify where web content may be improved to be more accessible for individuals with disabilities. We also use another automated tool called Lighthouse for improving the accessibility our web pages. HDR will strive to develop and maintain its website and web content to be in accordance with Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0. In the event we receive a request for accommodation, we will work to provide the information in an accessible format.

HDR staff who work with customers and clients will be trained on how to interact and communicate with people with various types of disabilities. A training record of all staff who complete the training will be maintained.

Accessible Formats and Communication Supports

The HDR website content is accessible using assistive technology devices. The HDR intranet site uses a new platform with built-in accessibility features, and we are working to migrate all existing pages to this new platform.

HDR is committed to providing full accessible telephone service to our customers and clients. We will offer to communicate with customers and clients by alternate methods if telephone communication is not suitable to their communication needs or is not available.

A person with a disability may provide their own assistive devices for the purposes of obtaining, using, and benefitting from HDR's services. The person with a disability must ensure that their assistive device is operated in a safe and controlled manner.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.



If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services, or facilities.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control. This will include controlling the behaviour of the animal, cleaning up after the animal, and being responsible for any damage the animal may cause to HDR or its landlord's property.

Staff who interface with the public will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Support Person

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his/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/her support person while on our premises.

Maintenance of Accessible Elements in Public Spaces

In the event that there is an accessible element of a public space that HDR is required to maintain, the HDR office shall keep the element in good working order. In the event that an accessible element of a public space that HDR maintains becomes unavailable due to preventative or emergency maintenance, an alternative access plan will be drawn up that gives consideration to accessibility and posted in an area accessible to the public.

Notice of Temporary Disruption

HDR will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances.

HDR will follow this same process for dealing with a temporary disruption to any accessible elements in any public space that HDR maintains.

Employment

HDR will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making employment offers.

We notify staff that supports are available for those with disabilities as soon as practicable after employment begins. We provide updated information to employees whenever there is a change



to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the employee making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job
- Information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person to enable them to better provide assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization
- When the employee's overall accommodation needs or plans are reviewed
- When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Feedback Process

Accessibility program feedback from the public and HDR employees is welcome, as it may identify areas that require change for our continuous service improvement. Feedback may be sent in confidence to Human Resources in-person, by email, telephone, or in writing to:

HRCanada@hdrinc.com

HDR Corporation

Attention: Human Resources

100 York Boulevard, Suite 300

Richmond Hill, ON L4B 1J8

T: 289.695.4600 | F: 289.695.4601

All feedback will be directed to management and an acknowledgement of the message can be expected within 10 business days. Additionally, feedback may be directed to HDR's Integrity Hotline and will be addressed according to Integrity in Action policy.



The Integrity Hotline can be accessed:

- 1.888.847.5277
- Integrity in Action – intranet site with online reporting for employees.