



Multi-Year Accessibility Plan (Integrated Accessibility Standards 191/11)

Commitment Statement

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.

The purpose of Multi-Year Accessibility Plan is to remove and prevent any barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario’s accessibility laws.

Requirement	Task	Due By	Comments
Customer Service Standards (CSS)	Review customer service policy: <ul style="list-style-type: none"> Included access for people with service animals, support persons, and notifying public of any disruptions in services. Creation of an accommodation binder for administrative staff at each Ontario office; annual review. 	January 2021	
	Provide training to current and new employees on the customer service standards: <ul style="list-style-type: none"> Annual review of training and government guidelines to ensure updated information is captured. 	January 2017–on-going	
	Report on the customer service standards regulation: <ul style="list-style-type: none"> A summary of the training program and the date(s) it was provided 	June 2024	
Integrated Accessibility Standards Regulation (IASR) – Design of Public Space Standard	Take steps to identify and remove barriers to physical spaces for employees and public, where there is little to no cost to do so.	On-going	
	Annual review of buildings whether, owned or leased, to identify barriers for people with disabilities.	January 2022–on-going	
	Upon time for new office space creation, we will ensure that accessible parking is part of building review and selection process.	On-going	



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Integrated Accessibility Standards Regulation (IASR) – General Standard	Create an accessibility policy and multi-year plan to incorporate the CSS policy and roll out to all employees nationally: <ul style="list-style-type: none"> • Annual reminder from managing directors to staff, presented at all-staff meetings • All new hires will be notified of the accessibility policy and multi-year plan at new hire orientations. 	June 2020–on-going	
	Training added to include IASR for all existing and new staff and training schedule for other provinces with Accessibility legislation: <ul style="list-style-type: none"> • Access Forward resources. 	January 2017	
	Provide awareness and training to any global managers and/or recruiters who interface with Canadian employees and clients.	January 2023–on-going	
	AODA Committee meet annually to review action items for the year.	January 2022–on-going	
	Review Accessibility Policy, Multi-year plan and training schedule: <ul style="list-style-type: none"> • Ensure policy is available on new website for reporting purposes • Update policy, plan, and training schedule with accurate information to repost on internet. 	November 2025	
	Training: <ul style="list-style-type: none"> • Continue to review training completion in Ontario CSS/IASR 	September 2021–on-going	
	Report on accessibility: <ul style="list-style-type: none"> • Every three years in Ontario • A summary of the training program and the date(s) it was completed. 	June 2024	
Integrated Accessibility Standards Regulation (IASR) – Information and Communication Standard	Develop a process for receiving and responding to feedback.	June 2020	
	Provide/arrange for accessible formats and communication supports in a timely manner to meet individual needs, at no cost.	On-going, as needed	



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Integrated Accessibility Standards Regulation (IASR) – Information and Communication Standard	Develop and maintain website and web content to be in accordance with Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0.: <ul style="list-style-type: none"> • WAVE and Lighthouse are currently in use to identify any accessibility issues on the website. 	On-going	
	Accessible formats: <ul style="list-style-type: none"> • Add and maintain verbiage about accommodation for employees in the Canadian employee handbook. 	June 2024	
Integrated Accessibility Standards Regulation (IASR) – Employment Standard	Recruitment / Assessment / Selection: <ul style="list-style-type: none"> • Include an accessibility notification as part of all job postings. • Ensure that all applicants with disabilities are properly accommodated as required, where possible • Ensure enough time in the application process to receive, assess and implement the desired accommodation • When making offers of employment, notify the successful applicant of the policies for accommodating employees with disabilities 	On-going	
	Information for employees: <ul style="list-style-type: none"> • Inform employees of accommodation policies, and keep employees updated. Provide job information in accessible formats, or with communication supports, as needed. • Continually update employee handbook. 	On-going	
	Individual accommodation: <ul style="list-style-type: none"> • Create a written process for developing and documenting individual accommodation plans with employees with disabilities, including Return to Work (RTW) processes for employees absent due to disability who require accommodations to return • Review existing Return to Work process every three years • Continue consulting with requesting employees about suitability of accessibility • Review process and template for documenting individual accommodation plans for employees. 	January 2017–on-going	



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Integrated Accessibility Standards Regulation (IASR) – Employment Standard	Emergency procedure, plans, public safety information: <ul style="list-style-type: none">• Provide employees with disabilities with individualized emergency response plan.• Record the consent of the employee receiving an individualized workplace emergency response plan. Non HDR employee that requires an accommodation will be notified of the emergency response plan upon arrival.• Keep a record of all designated persons; inform office Health & Safety Manager.• Include information on this process in the Health & Safety orientation for new hires.	On-going	
Integrated Accessibility Standards Regulation (IASR) – Feedback Process	Feedback process and email: <ul style="list-style-type: none">• Review and update policy as needed• Create dedicated email account to capture request – AODA@hdrinc.com• Feedback to be sent and administered through AODA@hdrinc.com• Acknowledgement of the message can be expected within 10 business days• Feedback may also 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 or Integrity in Action – intranet site with online reporting for employees.	January 2018	