

## Accessibility Multi-Year Accessibility Plan

In keeping with our core values of **excellence, teamwork, integrity, ownership and caring**, Golder Associate Ltd. (Golder) is committed to treating all people in a way that allows them to maintain their dignity and independence. Golder believes in integration and equal opportunity as well as creating an inclusive workplace for all employees. As such, we are committed to meeting the needs of people with **accessibility requirements** in a timely manner, and will do so by **identifying, preventing and removing barriers (where possible) to accessibility** by meeting accessibility legislated\* requirements.

This 2014-21 accessibility plan outlines the policies and actions that Golder will put in place to improve opportunities for people of all abilities.

### IAS - Customer Service Standard

Task	Accessibility Requirement	Deadline	Strategy/Activity	Target/Compliance Date	Ownership	Status
Communication	Develop a Customer Service Accessibility Policy which includes access for people with service animals, support persons, and notifying public of any disruptions in services.	1-Jan-12	Golder reviewed all legislative requirements * and established a Customer Service Accessibility Policy and developed a process for both physical posting, and online posting of policy.	13-Jan-12	HD	Completed
	Develop a process to communicate based on individual needs, access for people with service animals or support persons as well as addressing notice of disruptions.	1-Jan-12	Golder has developed a process for identifying individual needs through training of our receptionists at each location as legislated *. Binders were developed with samples of how to deal with each situation appropriately.	1-Feb-12	HD	Completed
Training	Develop a training process to ensure all existing staff, and any new staff, are trained in all aspects of Customer Service Standards where legislation * has been enacted.	1-Jan-12	All existing employees at Golder were trained where legislation was required * on all aspects of the customer service standard utilizing the training tool, and all new employees are trained as part of their orientation through our LMS.	20-Jan-12	HD/Training	Completed
Feedback	Develop a process for public to provide feedback	1-Jan-12	Golder has developed an online process for feedback, as well as verbal process through the receptionists at each location.	1-Feb-12	HD	Completed
Reporting	Report on the Customer Service Standards regulation	31-Dec-12	Golder filed a report on the Ministry of Community and Social Services site	20-Dec-12	HD	Completed

### IAS - General Requirements

Communication	Develop Accessibility Policy and make policy available online	1-Jan-14	Golder has developed a National Accessibility policy integrating all applicable, legislated standards to meet necessary requirements as legislated * and will post on the homepage of the Canadian, external website once approved by the CMT.	1-Apr-15	HD	Completed
	Develop Multi-year accessibility plan and make accessibility plan available online		Establish National multi-year plan and will post on the homepage of the Canadian, external website once approved by the CMT. Continue to review and monitor the plan making revisions as necessary with updates in legislation.	1-Apr-15	HD	Completed
Training	Train all employees/contract workers/volunteers on applicable Accessibility training as legislation is enacted; ensure sub contractors are compliant.	1-Jan-15	Golder will provide training to all employees, volunteers and other staff on accessibility laws and on the Human Rights Code in line with training schedule set out by when legislation is enacted in each province. National training will be sourced and provided through our LMS or in a way that best suits the duties of employees, volunteers and other staff.	Ontario - 1-Apr-15 Manitoba - 5-Dec-16 Other provinces - TBD	HD	In Progress

\*ON - Accessibility for Ontarians with Disabilities Act or "AODA", The Accessibility for Manitobans Act (AMA), Ontario and Manitoba Human Rights Code.

Reporting	Accessibility Reports to be reviewed, updated, and filed every 3 years as per legislated requirements.	1-Jan-15	Golder will continue to file an annual report with each legislation and review progress, as well as updating and filing of report.	Ontario - 1-Apr-15 Other provinces - TBD	HD	In Progress
<b>IAS - Information and Communication Standard</b>						
Feedback	Develop processes for receiving and responding to feedback. Public to be notified of availability of accessible formats and communication supports	1-Jan-15	Golder has developed an online process for feedback, and will review this process as well as verbal process through the receptionists at each location.	1-Jan-15	HD	Completed
Accessible Formats	Provide/arrange for accessible formats and communication supports in a timely basis, individual needs considered, no cost	1-Jan-16	Develop a process for obtaining accessible formats.	1-Jan-16	HD	In Progress
Accessible Website and Web Content	New Public websites and web content on those sites must conform with WWW consortium Web Content Accessibility Guidelines (WCAG) - Level A	1-Jan-14	Golder has no structural changes to public sites or major web content changes	n/a	n/a	No Action Required
	All public websites and web content posted after Jan 1, 2012 must conform with WWW consortium Web Content Accessibility Guidelines (WCAG) - Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions)	1-Jan-21	Golder will work with internal website designer(s), communications, etc. to make applicable and appropriate changes to satisfy Accessibility Policy and global WCAG guidelines.	1-Jan-21	IT/Marketing	In Progress
<b>IAS - Employment Standard</b>						
Recruitment/ Assessment / Selection	Notify applicants that accommodation is available during recruitment, assessment, and selection process and consult and notify of suitable accommodation if applicable.	1-Jan-16	Golder's HD Committee to review and develop a process.	1-Jun-15	HD/Recruitment	In Progress
Information for Employees	Inform Employees of Accommodation policies, and keep employees updated. Provide job information in accessible formats, or with communication supports as needed.	1-Jan-16	Golder's HD Committee to review and develop a process.	1-Jun-15	HD	In Progress
Individual Accommodation	Create a written process for developing and documenting individual accommodation plans with employees with disabilities	1-Jan-16	Golder's HD Committee to review and develop a process.	1-Jun-15	HD	In Progress
	Create individual accommodation plans for any existing employees with disabilities	1-Jan-16	Golder's HD Committee to review and develop a process.	1-Jun-15	HD	In Progress

\*ON - Accessibility for Ontarians with Disabilities Act or "AODA", The Accessibility for Manitobans Act (AMA), Ontario and Manitoba Human Rights Code.

	Create Return to Work (RTW) processes for employees absent due to disability who require accommodations to return	1-Jan-16	Golder's HD Committee to review and develop a process.	1-Jun-15	HD	In Progress
Emergency Procedure, plans, public safety information	Provide employees with disabilities with individualized emergency response plans	1-Jan-12	Golder's HD Committee to review and develop a process. Golder will continue to monitor the procedure and plans at annual health & safety emergency preparedness meetings.	1-Jan-12	HSE/HD	Completed
<b><u>IAS - Design of Public Spaces</u></b>						
Design of Public Spaces	Take steps to identify and remove barriers to physical spaces for employees and public	1-Jan-17	Golder will ensure all buildings whether owned or leased will have: Installed automatic door openers for public entrance; Repaired walkway ramp for easy access - remove curbs; Installed automatic door openers on mail floor washroom; Customized main floor washroom with appropriate handicapped assistive devices.	1-Jan-16	Building Owner/Operations Leader	Pending

