



GOLDER'S COMMITMENT

In keeping with our core values of **integrity, excellence, teamwork, caring and ownership**, Golder Associates Ltd. ("Golder") is committed to treating all people in a manner that allows them to maintain their dignity and independence. Golder believes in integration and equal opportunity, a workplace that is inclusive for all people where employees feel valued and have equal advancement opportunities. 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 working to find solutions to workplace barriers to accessibility**. We will meet accessibility requirements under applicable legislation*. We continue to develop accessibility plans to meet the needs of all our people, our clients and the public who access our services.

INTRODUCTION

Human Rights and other provincial legislation* recognizes that there has been a history of discrimination against persons with disabilities (both intentional and unintentional).

Why is this policy necessary?

Often, obstacles stop people with accessibility needs from doing the kinds of things most of us take for granted. We call these obstacles barriers to accessibility. Golder is working to remove such barriers.

Regulations include accessibility standards for providing goods and services, information and communications, employment, design of public spaces and transportation that govern our workplace. Most legislation requires the development of policies and for the training of employees. As many requirements have a phase in compliance timeline, Golder will continually build and adjust our accessibility plans as part of our regular business processes.

How will Golder achieve this for our employees?

Golder is committed to meeting the general requirements of the applicable legislation with a goal to integrate accessibility into everyday processes and practices to make the workplace more inclusive. We will strive to attain this objective by:

Training Staff

Golder will provide employees and volunteers appropriate training on accessibility requirements. A national training schedule is attached with legislative requirements for training compliance. We will also require confirmation that any contractor or sub-contractor acting on Golder's behalf is compliant with the applicable legislation, with supporting documentation to be requested as needed. Training will be provided to all new employees and Golder will ensure that all new and existing employees complete the required, legislated training and will keep detailed records of the training.

Golder will continually review the relevancy of all training and ongoing statutory and regulatory developments and will amend/update training and this policy as required.

Policies and Procedures

Golder is committed to supporting all employees through all aspects of the employment life cycle to ensure inclusion and full participation. This would include, but is not limited to:



ACCESSIBILITY POLICY

- ◆ Reviewing employment systems to ensure that needs of the all employees of all abilities are identified and met from the hiring process through to career advancement. Providing appropriate accommodations to employees where needed and having clearly written policies and process for documenting individual accommodation plans;
- ◆ Monitoring our return to work (RTW) process and ensuring employees who are returning to work, following an illness/disability related absence, understand the process and are supported to facilitate their safe return to work;
- ◆ Asking for feedback from employees of all abilities whether the workplace supports their needs; and,
- ◆ Providing information and communication to all persons in an accessible manner upon request and making information on our external and internal websites accessible to all people by meeting the international standards for website accessibility.

How will Golder achieve this for our clients and the public?

Golder is committed to meeting the needs of our clients and the public by:

- ◆ Carrying out our functions and responsibilities in the way we communicate, using assistive devices where applicable; welcoming service animals and individuals who are accompanied by a support person; training staff on how to interact with those individuals accompanied by a service animal or support person; and notifying the public of any temporary disruptions to the facility that members of the public require access to (elevators, accessible washrooms, ramps, automatic doors);
- ◆ Providing alternate formats of communication where requested; and,
- ◆ Addressing feedback and comments in regard to accessibility in a timely manner and making improvements where possible.

FEEDBACK PROCESS

Questions about this policy for employees

If anyone has questions about the policy, or if the purpose is not understood, please contact a member of the Human Development (HD) Department at your location.

Questions about this policy for clients and the public

Golder welcomes feedback and comments with respect to the Accessibility Policy. Members of the public who wish to provide feedback on Golder's Accessibility policies and plans can do so either verbally, in person, by telephone, in writing by using a feedback form at reception, diskette, or by email. All feedback will be directed as follows and will be acknowledged within 10 business days in writing unless the response is requested to be provided in an alternate format.

Golder Associates Ltd. Corporate Head Office 6925 Century Ave Suite #100 Mississauga, Ontario, L5N 7K2 Attention: National Human Development Leader	Tel. 905.567.4444 Fax. 905.567.6561 Email: accessibility@golder.com
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Feedback will be addressed according to our organization's normal process.



Complaint Process

In the event of a complaint, it will likewise be directed to the local Human Development contact. Golder employs an escalation process whereby if a complaint cannot be resolved at one level, the issue will be escalated until resolution is achieved. The escalation process is as follows:

1. Local HD Business Partner and any Principal or Associate.
2. Management Leader and Regional Human Development Leader.
3. Regional Vice President and/or National Human Development Leader.

Golder is committed to diligently investigating complaints and providing a response within a reasonable period of time, depending upon the complexity of the underlying complaint. Golder is also committed to providing a written response to all complaints received in this matter.

Moreover, Golder will maintain a log of all feedback and complaints received and the action taken. All responses will be reviewed and signed by a Principal or Associate of Golder as well as the appropriate HD Business Partner.

IN SUMMARY

Golder is committed to making an accessible and inclusive workplace where all our people, clients and the public are treated equally with dignity and respect.