



January 2024

# Accessibility Policy



**Providing Accessibility to People with Disabilities**



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# Accessible Integrated Accessibility Standards

## Purpose

The purpose of the Turner & Townsend Canada Inc. Accessible Integrated Accessibility Standards Policy is designed to support the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Regulation 191/11, Integrated Accessibility Standards Regulation. The standards have been established to remove barriers and improve accessibility for people with disabilities in the key areas of Information and Communications, and Employment Standards.

## Information and Communication Standards

### Accessible Formats and Communication Supports

Turner & Townsend will provide information about our organization and its services, in accessible formats or with communication supports upon request.

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:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

## Employment Standards

### Recruitment

Turner & Townsend notifies job applicants and the public that accommodations can be made during recruitment and hiring. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We will consult with the person making the request in determining the suitability of an accessible format or communication support specifically for:

- a) information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace

### Informing Employees of Supports

Turner & Townsend will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations, that consider an employee's accessibility needs due to disability.

### Workplace Emergency Response Information

Turner & Townsend will provide individualized workplace emergency response information to employees or members who have a disability, if the disability is such that the individualized information is necessary and Turner & Townsend is aware of an accommodation needed due to the disability. If an employee who has



received individualized information requires assistance, Turner & Townsend will, with the employee's consent, provide the workplace emergency response information to the person designated by Turner & Townsend to provide assistance to the employee. Turner & Townsend will provide this workplace emergency response information as soon as practicable after Turner & Townsend becomes aware of the need for accommodation due to the disability.

Turner & Townsend will review the individualized workplace emergency response information if:

- the employee moves to a different location;
- when the employee's overall accommodation needs or plans are reviewed; and
- when Turner & Townsend reviews its general emergency response policies.

## **Return to Work Process & Documented Individual Accommodation Plans**

Turner & Townsend will have in place a documented return to work process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work. The return to work process will outline the steps Turner & Townsend will take to facilitate the return to work of employees who were absent from work due to their disability and will use documented individual accommodation plans as part of the process.

## **Performance Management**

Turner & Townsend will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

## **Career Development and Advancement**

Turner & Townsend will consider the accessibility needs of its employees with disabilities and any individual accommodation plans when providing career development and advancement to its employees with disabilities.

## **Redeployment**

Turner & Townsend will consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

## **Modifications to this or other policies**

Any policy of Turner & Townsend that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



# Accessible Customer Service

## Purpose

The purpose of the Turner & Townsend Canada Inc. (hereafter Turner & Townsend) Accessible Customer Service Policy is to ensure the inclusion of people with disabilities in our service offerings and to comply with the legislative requirements within the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Regulation 191/11, Integrated Accessibility Standards. This Act was established to ensure the development, implementation, and enforcement of accessibility standards for persons with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structure and premises on or before January 1, 2025.

## Statement of Commitment

Turner & Townsend is dedicated to excellence in providing accessible services to all our clients, including persons with disabilities. We are committed to offering equal opportunity to access our services and providing the benefit of the same services, in the same place and in a similar way with respect and dignity to all our clients, including persons with disabilities.

## Providing Goods and Services to People with Disabilities

Turner & Townsend will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity. We will carry out our functions and responsibilities in the following areas:

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

### Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on our premises and permitted to keep their service animal with them.

### Support persons

A person with a disability who is accompanied by a support person will be allowed to have that customer accompany them on our premises. If a person requires a support person to access our facilities, no fee will be charged for support persons.

### Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our premises/facilities.

### Notice of temporary disruption

In the event of a planned or unexpected disruption to our facilities for people with disabilities, Turner & Townsend will notify it's clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.



The notice will be made publicly available at the following locations:

- <http://www.turnerandtowntsend.com/canada.html>

### **Training for staff**

Turner & Townsend will provide training to employees, volunteers and third parties on their behalf.

This training will be provided to staff during the first week of their employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- A review of Turner & Townsend's Accessibility Policy.
- 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, guide dog or a support person.
- What to do if a person with a disability is having difficulty in accessing our premises/facilities

Staff will also be trained on an ongoing basis when changes are made to our accessible customer service policy and plan.

Records of training will be maintained containing the number of employees and name of employees trained, and the dates training was provided for each individual.

### **Feedback process**

Clients who wish to provide feedback on the way Turner & Townsend provides services to people with disabilities can e-mail, verbally, or fax their suggestions.

All feedback, will be directed to HR Canada:-

**Telephone:** (416) 925-1424

**Fax:** (416) 925-2329

**E-mail:** [hrcanada@turntown.com](mailto:hrcanada@turntown.com)

Clients can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

### **Notice of availability**

Turner & Townsend will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- <http://www.turnerandtowntsend.com/canada.html>

Turner & Townsend will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner.