



AODA MULTI-YEAR ACCESSIBILITY PLAN Canada

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Purpose

AtkinsRéalis is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act*.

Revision Index

Version	Issuance Date	Revision Details
02	2021-06-01	New Format
2.1	2024-06-21	Issuance in new template with new company brand and new document number (replaces 35-GL-103)

1. Scope

The scope of this Human Resources regional plan applies to all Ontario **employees**, who are expected to contribute to maintaining a work environment that is free of barriers to all its customers, **employees**, **sub-contractors** and other third parties and to adhere to the principles of respect, dignity, independence, integration and equal opportunity for all.

2. Audience

This plan applies to all **employees**, volunteers, agents and/or **contractors** who deal with the public or other third parties that act on behalf of **AtkinsRéalis** in their provision of goods and services at premises owned and operation by **AtkinsRéalis**.

3. As of January 1, 2012

3.1 Accessibility for Ontarians with disabilities *procedure*

- We will develop an Accessibility for Ontarians with disabilities **procedure** and we will continue to communicate the **procedure** and inform as to its accessible locations.

3.2 Communication

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

3.3 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 unless otherwise excluded by law.

3.4 Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons accompanying a person with a disability.

3.5 Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities in ways that take into account their disability.

3.6 Notice of temporary disruption

We will develop an Accessibility for Ontarians with disabilities **procedure** and we will continue to communicate the **procedure** and inform as to its accessible locations.

3.7 Accessibility for Ontarians with disabilities *procedure*

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **AtkinsRéalis** will notify customers promptly.

A clearly posted notice will include information regarding the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

AtkinsRéalis will provide notice of disruption by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance
- Contacting customers with appointments
- Verbally notifying customers when they are making appointments
- By any other methods that may be reasonable

3.8 Training

AtkinsRéalis will provide training to existing and new **employees**, volunteers, agents and/or **contractors** who deal with the public or other third parties. Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard as well as the applicable IASR requirements
- Information on the Human Rights Code as it relates to people with disabilities
- **AtkinsRéalis** plan related to the Customer Service Standard and the
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to use the equipment/devices available on our premises that may help with the provision of goods and services to people with disabilities
- What to do if a person is having difficulty in accessing our goods and services
- A review of our policies, practices and **procedures** related to the customer service standard Training will also be provided when changes are made to our plan.
 - Training will also be provided when changes are made to our plan.

3.9 Feedback process

AtkinsRéalis shall provide **employees**, volunteers, agents and/or **contractors** who deal with the public or other third parties with the opportunity to provide feedback on the service provided to customers regardless of their abilities.

Feedback regarding the way **AtkinsRéalis** provides goods and services to people with disabilities can be submitted in a variety of ways including:

- Verbally (in-person or via telephone)
- Written (e-mail)

Customers providing formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints submitted.

3.10 Emergency response information

Upon request, **AtkinsRéalis** will make emergency and public safety information accessible to people with disabilities and provide individualized emergency response information that may help in an emergency. In the event an **employee** requires assistance during an emergency, **AtkinsRéalis** will obtain the **employee's** consent to share needed information with anyone designated to help them in an emergency.

All individualized workplace emergency response information will be reviewed:

- When the **employee** moves to a different location
- When the **employee's** overall accommodation needs/plans are reviewed
- When **AtkinsRéalis** reviews its general emergency response policies

4. As of January 1, 2014

4.1 Accessibility policies

We will develop Accessibility for Ontarians with disabilities **procedure** which will be maintained and updated as required, and we will continue to communicate the policy and inform as to its accessible locations.

4.2 Multi-Year accessibility plan

- We will provide a copy of our Accessibility plan in an accessible format upon request and make it available in accessible locations.
- We will review and update our Accessibility plan at least once every 5 years.
- We will file updated Accessibility reports as required by law.

4.3 Accessible formats

Upon request, we will provide / arrange accessible formats and communication supports in a timely manner and at no additional cost.

4.4 Public information

We will provide workplace information in an accessible format or with communication supports upon request.

4.5 Kiosks

We will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

5. As of January 1, 2016

5.1 Recruitment/selection

We will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Job postings: We will include an accessibility statement in our job postings.
- Notification to Successful Applicants: When hiring new personnel, we will provide information about accommodations for applicants with disabilities.

5.2 Individual accommodation

We will create, review and update as required individual accommodation plans for **employees** with disabilities.

5.3 Return to the work process

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

5.4 Performance management/career development/redeployment

We shall take into account the accessibility needs of **employees** with disabilities when using our performance management process.

6. As of January 1, 2017

6.1 Design of public spaces

We will make new or redeveloped public spaces such as service counters and waiting areas with fixed seating accessible.

Where applicable, we will maintain the accessible elements of existing public spaces such as parking lots and exterior paths of travel.

7. As of January 1, 2021

7.1 Website accessibility

We will ensure our Company website and its contents conform with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

8. Guidance

For questions or further information with respect to these *guidelines*, please contact local your local Human Resources.

Related documents & regulations

[AODA Procedure](#)

[Individual Accommodation Plan Form](#)

[Individual Emergency Response Plan Accommodation Form](#)

[Return to Work Plan Form](#)

[Individual Accommodation Plan Process Guidelines](#)

[Multi-Year Accessibility Plan Guidelines](#)
