

This Accessible Customer Service and Integrated Accessibility (Ontario) Standard (the "Standard") was developed in accordance with the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*, and the *Integrated Accessibility Standards (Ontario regulation 191/11)* and is required for the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

## APPLICATION

This standard applies to all persons who are expected to deal with members of the public in Ontario, and other third parties, on behalf of Stantec. This requirement applies whether the person is considered an employee, subcontractor or subconsultant, agent, or otherwise, as well as all persons who participate in developing Stantec's policies, practices and procedures governing the provision of services to members of the public.

This standard applies to all services offered at office facilities owned or leased by Stantec in Ontario.

## PURPOSE

This Standard addresses Regulation 429/07, *Accessibility Standards for Customer Service*, and Regulation 191/11, *Integrated Accessibility Standards* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. These Regulations establish accessibility standards for the provision of goods and services by private companies to members of the public, and introduces requirements for information, communications, training and employment.

This Standard addresses the following:

- The provision of services to persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Customer feedback regarding the provisions of goods and services to persons with disabilities;
- Training for all persons outlined in section entitled "Training for Staff" below;
- Notice of the availability and format of documents;
- The provision of accommodation to persons with disabilities throughout the selection process;
- The development of accommodation plans for employees with disabilities; and,
- The maintenance of accessible websites and web content.

## COMMITMENT

Stantec strives at all times to provide its services in a way that respects the **dignity** and **independence** of people with disabilities. Stantec endeavors to fully **integrate** those with disabilities so that wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in a similar way to other clients. Stantec is committed to ensure that its policies, practices and procedures provide **equal opportunity** to persons with disabilities as is given to others. Further to these on-going commitments, Stantec will review this standard every five (5) years to ensure that it supports addressing any barriers to accessibility.

## **ACCESSIBILITY TO SERVICES**

### **Communication**

Stantec will communicate with people with disabilities in ways that take into account their disability. We will train staff who work with customers and clients on how to interact and communicate with people with various types of disabilities.

### **Telephone Services**

We are committed to providing fully accessible telephone service to our customers and clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers and clients by alternate methods if telephone communication is not suitable to their communication needs or is not available.

### **Assistive Devices**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Stantec's services.

Exceptions may occur in situations where Stantec has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

The person with a disability must ensure that their assistive device is operated in a safe and controlled manner at all times.

### **Billing**

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail. We will answer questions clients may have about the content of the invoice in person, by telephone or e-mail.

### **Service Animals**

Any person with a disability who is accompanied by a service animal may enter with the service animal into parts of our premises that are open to the public and where the animal is not prohibited by governing law.

Where it is not readily apparent that an animal is a service animal, Stantec staff may ask the owner to provide appropriate supporting documentation.

Staff who deal with the public will be trained on how to interact with people with disabilities who are accompanied by a service animal.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal, cleaning up after the animal, and being responsible for any damage the animal may cause to Stantec or its landlord's property.

## **Support Persons**

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## **Maintenance of Accessible Elements in Public Spaces**

In the event that there is an accessible element of a public space that Stantec is required to maintain, the Stantec office that is required to maintain that element shall keep the element in good working order. In the event that an accessible element of a public space that Stantec maintains becomes unavailable due to preventative or emergency maintenance, an alternative access plan will be drawn up that gives consideration to accessibility and posted in an area accessible to the public.

## **Notice of Temporary Disruption**

Stantec will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances.

Stantec will follow this same process for dealing with a temporary disruption to any accessible elements in any public space that Stantec maintains.

## **Employment**

Stantec will make suitable accommodation for persons with disabilities throughout the selection process. Stantec will notify all applicants that accommodation is available throughout the selection process and will work with persons with a disability to make adjustments to the selection process in a way that best suits their needs.

Stantec will provide suitable accommodation for employees, subcontractors, or subconsultants, agents, or otherwise with disabilities. Stantec will work with employees with disabilities to develop a formal, written, individualized accommodation plan which will be reviewed and updated annually or when there is a change to the physical space or accommodation needs of that individual

All successful candidates, new hires, as well as current staff, will be notified of Stantec's commitment to accommodating employees with disabilities in order to provide equal opportunity of employment.

## **Process to Accommodate Employees**

Stantec will continue to take the following steps to ensure that internal process regarding return to work practices, performance management, career development and job changes take into account accessibility needs of employees:

- We will review processes to identify barriers to accessibility that may exist;
- We will consult with employees who have advised us of a disability that requires accommodation;
- We will consult with those identified as accommodation or accessibility specialists within Stantec.

## Training for Staff

Persons for whom this standard applies shall receive training as required by the *Accessibility Standards for Customer Service (Ontario Regulation 429-07)* and the *Integrated Accessibility Standards (Ontario Regulation 191-11)*.

Stantec will provide training to all employees who are expected to deal with members of the public and other third parties, on behalf of Stantec, as well as all persons who participate in developing policies, practices and procedures pertaining to the provision of goods and services.

Training will include information on the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- 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 or a support person;
- How to use equipment or devices available on premises or otherwise that may help with the provision of goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing Stantec's goods and services;
- Stantec's policies, practices and procedures relating to the customer service and integrated accessibility standard;
- Requirements pertaining to persons with disabilities as outlined by the Ontario Human Rights Code.

Applicable staff will be trained on an ongoing basis as they enter employment with Stantec and when changes are made to these policies, practices and procedures.

## Information and Communications

Stantec is committed to meeting the communication needs of people with disabilities and will work with an individual who has identified a disability, to provide information in an accessible format.

Stantec will strive to maintain its website and web content as to be in accordance with Level A of the Web Content Accessibility Guidelines (WCAG) 2.0.

Stantec will strive to develop and maintain its website and web content as to be in accordance with Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 by January 1, 2021.

Stantec will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Stantec will identify gaps between the company's website current state and the AA standard
- Stantec will work with web developers to ensure that technical content conforms with the AA standard
- Stantec will require that web developers meet the AA standard for new content going forward

## FEEDBACK PROCESS

Feedback respecting our accessibility program from the public and Stantec employees is welcomed, as it may identify areas that require change and encourage continuous service improvements.

Feedback regarding the way Stantec provides goods and services to people with disabilities can be made to Human Resources in person, by e-mail, by telephone, or in writing at the following address:

[hr.canadaeast@stantec.com](mailto:hr.canadaeast@stantec.com)

Human Resources  
c/o Stantec Consulting Ltd  
100-300 Hagey Boulevard  
Waterloo, Ontario N2L 0A4  
Ph: 905 817-2073

All feedback will be directed to management and an acknowledgement of the message can be expected within five (5) business days.

Additionally, feedback may be directed to Stantec's Integrity Hotline and can be made on a confidential basis.

The Integrity Hotline can be accessed as follows:

- The Integrity Hotline Phone Number – 1-855-389-9170
- The Integrity Hotline Email – [integrityhotline@stantec.com](mailto:integrityhotline@stantec.com)
- The Integrity Hotline Web Intake – [www.stantec.ethicspoint.com](http://www.stantec.ethicspoint.com)
- The Integrity Hotline Address:  
Integrity Hotline c/o Stantec 10160 – 112 Street Edmonton, AB T5K 2L6

Feedback will be addressed according to Stantec's Integrity Policy.

## RESPONSIBILITIES

Human Resources will:

- Review this standard on an annual basis, and revise when necessary
- Provide customers and interested parties with a copy of this standard upon request
- Make this standard available in alternate formats upon request
- Offer training to appropriate staff regarding Accessible Customer Service
- Oversee that notice is provided for any disruption of service
- Work with the necessary Corporate parties to collect and follow up on customer/client feedback

Employees will:

- Attend and complete Customer Service Accessibility Training
- Employ the skills and knowledge presented in "The Accessible Workplace" Training program to serve clients with disabilities
- Inform local office management and HR of any issues regarding accessibility, or disruptions in service
- Adhere to the Accessible Customer Service and Integrated Accessibility Standard at all times
- Provide assistance to customers/clients where necessary