

Accessibility for Ontarians with Disabilities Act (AODA) Accessibility Plan

This Accessibility Plan outlines the policies and procedures that AECOM uses to improve opportunities for people with disabilities and incorporates the Company's previously implemented Diversity and Inclusion program.

Statement of Commitment

AECOM is committed to treating all people in a way that allows them to maintain their dignity and independence. AECOM is 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 the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Section I: Past Achievements to Remove and Prevent Barriers

Providing Customer Services to Persons with Disabilities

AECOM is committed to providing services to all clients and their representatives, including persons with disabilities.

Communication & Availability of Documents

We will communicate with persons with disabilities in ways that consider their disability.

Upon request, AECOM will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to their disability. AECOM will consult with the person making the request in determining the suitability of an accessible format or communication support upon request.

Assistive Devices

We will ensure that staff are trained and can offer assistance with various assistive devices that may be used by customers with disabilities while accessing our services.

Assistive Devices are permitted in all AECOM offices.

Service Animals

We welcome people with disabilities and their service animals.

Support Persons

People with disabilities who are accompanied by a support person are welcome on our premises. A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her and shall be permitted to always have access to his or her support person.

Individualized Workplace Emergency Response Plans

AECOM is committed to ensuring employee's individual needs due to a disability are met in the event of an emergency. An individualized emergency response plan exists under HR procedures.

Employment

AECOM embarked on a Diversity & Inclusion program in 2009 to break down all barriers for staff and clients alike.

Program material may be found on our public website at <https://aecom.com/ca/careers/diversity-inclusion/>.

Procurement and Invoicing

We are committed to procuring supplies and services from all vendors, and to providing accessible invoices to all our customers. Procurement details and invoices will be provided in alternative format upon request. We will answer any questions vendors or customers may have about the content of the purchase request or invoice in person, by telephone and via support persons.

Training

AECOM has provided training to all staff who deals with the public on behalf of our company. Training is provided to new members of the Company during their orientation period. Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with persons with various types of disabilities.

- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing AECOM's services.

Training records will be made and maintained in accordance with the requirements of the Accessibility Standards for Customer Service (O. Reg. 429/07).

Feedback

The goal of AECOM is to meet and exceed customer expectations while serving customers with disabilities. Customers or others who wish to provide feedback on the way AECOM provides services to persons with disabilities can provide feedback directly to the staff member whom they received services. Alternatively, you may provide feedback directly by any of the following methods:

By telephone: 416-417-4660

By email: aoda@aecom.com

By internet: <https://aecom.com/ca/about-aecom/ethics/>

By regular mail: AECOM Canada Ltd.
105 Commerce Valley Drive West, 7th Floor
Markham, Ontario L3T 7W3
Attention: Tracy Cannizzaro

AECOM will ensure feedback is provided in an accessible format and communication support is available upon request.

Section II: Strategies and Actions Planned for 2022 – 2027

Employment

AECOM embarked on a Diversity & Inclusion program in 2009 to break down all barriers for staff and clients alike.

Program material may be found on our public website at <https://aecom.com/ca/careers/diversity-inclusion/>.

This program is still in effect.

AECOM is committed to fair and accessible employment practices and implemented all employment-related standards under the Integrated Accessibility Standards on January 1, 2016.

AECOM has developed standard language to be included in all job postings, whether published publicly or internally, to notify our staff and the public of our commitment to accommodate applicants with disabilities in the recruitment process.

AECOM will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If the selected applicant requests an accommodation, AECOM will consult with the applicant and provide suitable accommodation in a manner that considers the applicant's accessibility needs due to a disability.

AECOM will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for associates that have been absent due to a disability:

- Review all existing accommodation and return-to-work policies and practices.
- Revise existing policies and practices to consider all factors set out in the Integrated Accessibility Standards.

Training

In addition to the training provided to AECOM's staff under the *Accessibility Standards for Customer Service*, we will provide training on the *Integrated Accessibility Standards* (O. Reg. 191/11) and on the *Human Rights Code* as it relates to people with disabilities.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing AECOM's services.

Training records will be made and maintained in accordance with the requirements of the *Accessibility Standards for Customer Service* (O. Reg. 429/07).

Information and Communications

AECOM is committed to meeting the communication needs of people with disabilities. When requested, AECOM will consult with people with disabilities to determine their information and communication needs.

By January 1, 2022, AECOM has ensured that all publicly available information is made accessible upon request. When a request for an accessible format or for communication supports is received, AECOM will:

- Consult with individuals making requests to determine their accessibility needs to determine a suitable format or support.
- Provide the requested information in a timely manner.
- Provide the information at regular cost (if any).

By January 1, 2027, AECOM will continue to ensure its internet websites and all content posted on those sites conform to WCAG 2.0, Level AA:

- Audit all websites and content for Level AA compliance.
- Implement the necessary changes to ensure the website and web content conforms to all applicable standards.

Plan Review

This Plan will be reviewed and updated every five years. The Plan will be made available externally on our website at <https://aecom.com/ca/about-aecom/ethics/>.

For More Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact the organization by any of the following means:

By telephone: 416-417-4660

By email: aoda@aecom.com

By internet: <https://aecom.com/ca>

By regular mail: Tracy Cannizzaro
AECOM Canada Ltd.
105 Commerce Valley Drive West, 7th Floor
Markham, Ontario L3T 7W3
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