



GHD Group

GHD Accessibility Policy and Plan

This accessibility plan outlines GHD's policies and actions to improve opportunities for people with disabilities.

Statement of Commitment

GHD (for this policy also includes third parties acting on behalf of the Company) is committed to providing services in a way that respects the dignity and independence of people with disabilities. GHD will meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. GHD is also committed to giving people with disabilities the same opportunity to access our services in a similar way as other customers. ("Customer" is any person who uses the services of GHD and is commonly referred to as the client or employee).

Customer Service - Preventing Barriers

To fulfil our commitment in serving all customers including people with disabilities, GHD will respect the following principles while performing day to day operations:

Attitudinal: provide training to employees, volunteers and other employees to ensure attitudinal barriers are broken and no person with a disability is considered inferior.

Information and Communications:

Telephone Services: providing fully accessible telephone service to customers. Offering to communicate with customers by mail or by relay service if telephone communication is not suitable to their communication needs or is not available.

Correspondence: providing accessible correspondence to all of our customers. For this reason, documents will be provided in the following formats upon request: hard copy, large print, email. Customer's questions about the content of the document will be answered in person, by telephone or email.

Use of Service Animals and Support Persons: welcoming people with disabilities who are accompanied by a service animal and/or support person on the parts of our premises that are open to the public. At no time will a person with a disability who is accompanied by a service animal and/or support person be prevented from having access to his or her service animal and/or support person while on our premises.

Assistive Devices: serving people with disabilities who use assistive devices to obtain, use or benefit from company services.

Accessible Emergency Information

GHD is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Notices of Temporary Service Disruption and/or Building Access

When reasonable and practicable, GHD will provide notice in the event of a disruption in facilities or services, whether planned or unexpected, as soon as we are able to do so. When these types of disruptions occur GHD will post information in a visible location on-site and/or on our website www.ghd.com/canada. The notice will include the reason for the disruption, anticipated duration if known and information about any available alternatives. The notice may also be communicated via your GHD contact.

Training

GHD will provide training to whom this standard applies on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will include information about achieving accessibility by 2025 and highlight requirements as they apply to GHD. Training will be provided in a way that best suits the duties of employees, volunteers and other employees.

GHD will provide training to all employees who are expected to deal with members of the public and other third parties on behalf of GHD, as well as those who actively develop and review policies and procedures as they relate to the delivery of our services.

GHD will take the following steps to ensure employees are provided with training needed to meet Ontario's accessible laws:

- The training provided will take into consideration the job duties of the employees. New employees will be presented with the developed accessibility training program as well as the disability related obligations under the Human Rights Code during their initial orientation with the Company
- All employees will be provided with ongoing Accessibility Training when an accessibility policy and/or plan changes
- Employees will sign-off, indicating that they have received and also understand the training
- Record will be kept of the number of people who are trained and when
- Training will be offered in accessible formats as requested

Information and Communications

GHD is committed to meeting the communication needs of people with disabilities and will consult with people with disabilities to determine their information and communication needs. Based on these needs we will strive to provide information in an accessible format.

Employees will advise customers and clients, when needed, that information can be made accessible upon request to an GHD employee. These requests can be made by speaking with the individual's GHD contact, through our website, or by emailing accessibility@ghd.com.

GHD has taken the necessary steps and will continue to ensure that our website and web content meets the requirements of Level A of the Web Content Accessibility Guidelines (WCAG) 2.0.

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

- Assess website and web content; test whether content is accessible by using automatic and manual assessments to identify barriers
- Once barriers are identified, use the WCAG 2.0 guidelines to fix them
- Continue to ensure that all content published after January 21, 2021 remains accessible and compliant with WCAG 2.0 Level AA standards

Feedback

GHD welcomes comments and feedback to allow us to continuously improve our service. Feedback regarding how GHD is providing service to those with disabilities can be provided by:

- speaking with the individual's GHD contact
- emailing accessibility@ghd.com

Employment

GHD is committed to fair and accessible employment practices by removing barriers across the employment life cycle.

Applicants will be advised that accommodation is available with notifications on job postings and the Careers section of the website. If job applicants request accommodation, they will be consulted with and adjustments will be made that best suit their needs. Interviews formats will be flexible so that applicants with disabilities can participate.

Successful applicants will be advised on GHD's Accessibility commitment in their offer letter.

Accommodation Plans and Return to Work

GHD has a Return to Work Program for all employees who have been absent due to disability. The Program is available to all employees for review in the People Manual and is also communicated with new hires during their onboarding.

The Return to Work Program uses tools and procedures to assess the accommodation needs of employees who are being reintegrated into the workplace after disability, illness or injury. The Program lists the responsibilities of the employer, supervisor and employee and also outlines the steps in which an accommodation plan is developed, communicated and monitored. The Program and all forms of communication used within an employee's individual accommodation will be offered in accessible formats when requested.

Performance Management, Career Development and Job Changes

GHD will take continuous steps to ensure accessibility needs of employees with disabilities are taken into account with respect to performance management, career development and job change processes. When aware of disability accommodation requests, GHD will:

- Review employee accommodation plans to understand their needs and understand whether adjustments need to be made to help them succeed
- Make performance management documents available in accessible formats when requested
- Provide feedback and coach employees in a way that is accessible to them
- Consider accommodations employees with disabilities may need to learn new skills or take on more responsibilities in their current position

Design of Public Spaces

GHD will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces. The standards for public spaces will only apply to new construction and planned redevelopment.