

## Accessibility Standards for Customer Service Policy

Canadian Turner Construction Company, Ltd., ( the "Company") is committed to the principles and goals of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the regulations supporting the AODA, including *Accessibility Standards for Customer Service*, Ontario Regulation 429/07 ("Customer Service Standards").

### PURPOSE

The purpose of this Policy is to outline the practices and procedures approved by the Company in order to meet its obligations under the AODA and specifically, the Customer Service Standards.

### POLICY - GUIDING PRINCIPLES AND SCOPE

The Company is committed to excellence in serving all customers or other third parties to whom it provides services, including persons with disabilities, and will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) The Company's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of the Company's services to persons with disabilities and others are integrated to the extent possible, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services; and
- c) Persons with disabilities are given an opportunity equal to that given to others to obtain, use or benefit from the Company's services.

To ensure the best possible customer service, the Company encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.

### APPLICATION

This Policy applies to every person who participates in developing the Company's policies, practices and procedures governing the provision of goods or services to the public, and every person who deals with members of the public or other third parties on behalf of the Company, including all employees.

## TRAINING

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training will be provided to each person as soon as possible and on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of the Company's services to persons with disabilities.

The training will include instruction on:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use equipment or devices available on the Company's premises or otherwise provided by the Company that may help with the provision of the Company's services to a person with a disability;
- What to do if a person with a particular type of disability is having difficulty accessing the Company's services; and
- The Company's current policies, practices and procedures relating to the Customer Service Standards and providing goods or services to persons with disabilities.

The Company will keep records of the training provided, including dates on which training is provided and the number of individuals in attendance.

## ASSISTIVE DEVICES

People with disabilities may use their own personal assistive devices while obtaining any service provided by the Company. The Company is committed to avoiding health and safety concerns while being inclusive to everyone. To ensure this,

- a) the Company's employees will be trained in how to interact and assist customers with disabilities, guided by the principles of dignity, independence, integration, and equality,
- b) To the extent possible, we will remove barriers in our work environments to ensure they are safe for individuals who use assistive devices.

We ensure our staff are trained and familiar with various assistive devices that may be used

by someone with a disability.

## **COMMUNICATION**

The Company is committed to communicating with persons with disabilities in ways that take into account the person's disability. To ensure this,

- a) the Company's employees will be trained in how to interact and communicate with customers with disabilities, guided by the principles of dignity, independence, integration, and equality;
- b) To the extent possible, customers with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible;
- c) To the extent possible, documents will be provided to customers in an alternative format that will meet the needs of the customer in a timely fashion; and
- d) To the extent possible, if telephone or other used forms or communication are not suitable for a customer's needs, alternative forms of communication will be offered.

## **SERVICE ANIMALS**

We welcome people with disabilities and their service animals. Service animals are permitted on the parts of our premises that are open to the public. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Active worksites may not be able to accommodate certain service animals. I.e. a Service Dog (depending on the activity of the worksite), but a Support Person may be a reasonable accommodation.

## **SUPPPORT PERSONS**

People with disabilities may use their own support persons while obtaining any service provided by the Company. The Company may require a person with a disability to be accompanied by a support person when on the premises if, after consulting with the person and considering available evidence, the Company determines that a support person is necessary for health and safety reasons, and there is no other way to protect the health and safety of the person with a disability or others on the premises.

## **NOTICE OF TEMPORARY DISRUPTIONS**

The Company will endeavor to provide customers with notice in the event of a planned or unexpected disruption to services or facilities used by customers with disabilities. Where possible, such notices will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative services or facilities, if available.

Such notice will be placed or available on the Company website.

## **FEEDBACK PROCESS**

Comments on our services, including regarding how we are meeting expectations are welcomed and appreciated. Feedback will be used to improve service and accessibility. Feedback regarding the way the Company provides services to persons with disabilities can be made through the website, by telephone, through email, or by other means as required.

Feedback by telephone or email should be directed to:

Kelly DeGurse, Human Resources Director of Canada

Phone: 416-720-4459

Email: [kdegurse@tcco.com](mailto:kdegurse@tcco.com)

Laila Hussein, Human Resources Manager

Phone: 647-385-7594

Email: [lhusein@tcco.com](mailto:lhusein@tcco.com)

Where possible, concerns will be addressed immediately. However, some concerns may require more time and consideration. We can arrange for accessible feedback and alternate formats upon request. Customers can expect to hear back from the Company promptly, either with details on the resolution of the concern or, in more complex cases, on the steps being taken by the Company to resolve the concern. Complaints will be addressed according to our organization's complaint management procedures. More information regarding the Company's feedback process can be found on the Company's website.

## **AVAILABILITY OF DOCUMENTS**

Documents required by the Customer Service Standards, such as the Company's policies, practices and procedures related to the Customer Service Standards, are available upon request. When a request is made for a document by a person with a disability, the Company will provide the document or the information contained in the document, in a format that takes into account the person's disability. Some formats that are available include: large print, captioning, pdf, accessible excel, HTML, digital text and audio. The company will require reasonable time to get the accommodated documents back to the person requesting them.

## **SELF-SERVICE KIOSKS**

Not applicable at this point in time.

## **PROCUREMENT**

Not applicable at this point in time.

## **INFORMATION AND COMMUNICATIONS**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

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.

We notify the public about the availability of accessible formats and communication supports by posting notice on our websites and in our policies made to the public.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **EMPLOYMENT**

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

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

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace

emergency information to a designated person who is providing assistance to that employee during an emergency.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

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

## **DESIGN OF PUBLIC SPACES**

Turner, Canada enforces and maintains safe work environments for all individuals on company premises. Our safety-first approach means all worksites are inspected frequently.

At this time, public spaces include; waiting/reception areas or lobbies.

Given that we are a construction company, some of our construction sites may have accessibility challenges but they will be evaluated on an individual basis to see what accommodations can be made safely for everyone.

## **TRANSPORTATION**

Not applicable at this point in time.

## **CHANGES TO EXISTING POLICIES**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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