

Multi-year Accessibility Plan: 2024 to 2029

Canadian Turner Construction Company, (“Turner, Canada”) has two head offices in Canada, Toronto and Vancouver, and this plan sets out to cover both locations. We apply the same standards of the AODA across our business operations in Vancouver, British Columbia.

Our company realizes the importance of contributing towards making Ontario and British Columbia accessible provinces. We promote inclusivity and diversity in all work environments as denoted on our website [Diversity, Equity, and Inclusion | Turner Construction Company](#). As a part of this commitment, Turner, Canada, will review and update this plan, where fit, on an annual basis over the next five years to ensure employees are in accessible work environments, and treated with dignity and respect.

Turner, Canada is committed to

- Understanding the importance of creating and maintaining an accessible work environment and teaching human resources representatives the value of implementing these policies for the future
- Eliminate barriers to help create equal opportunities for all employees to ensure everyone is able to reach their fullest potential and career goals
- Ensure our employment practices such as, but not limited to; recruitment, selection processes, feedback processes, and onboarding are inclusive and able to be adjusted based on individual accommodation needs
- Ensure all employees have access to employee resources and communication methods to support career growth and advancement
- Ensure our company’s Individual Accommodation Plan Procedure is readily available in the event an employee or potential employee requires accommodation
- Evaluate our multi-year plan on an annual basis over the next five years to ensure compliance with the AODA

STRATEGIES AND ACTIONS

CUSTOMER SERVICE

Turner, Canada is committed to providing accessible customer service to people with disabilities and ensuring that all workers on company premises have access to efficiently and effectively use all services, goods and facilities provided. If/when consulting employees with disabilities, all accommodation needs requested will be taken away to create a personal accommodation plan.

Turner, Canada is committed to the rules and regulations of the AODA, including Accessibility Standards for Customer Service. For Turner, Canada, this means:

- a) To the extent possible, alternative formats and documents of policies and procedures will be provided to meet the needs of employees and contractors with disabilities.
- b) To the extent possible, support persons, service animals, and assistive devices are permitted on parts of the premise open to the public and can be accommodated further when needed.
- c) Turner, Canada will provide training to human resources representatives, and other employees who may interact with a person with a disability to become more conscious and respectful when interacting with individual needs.
- d) Turner, Canada welcomes feedback from those with disabilities to help the company improve policies and procedures to be more inclusive. To make this happen, Turner, Canada plans to send surveys to current employees and new hires to gain insight on disabilities that exist, and help us work with them as effectively as possible.

INFORMATION AND COMMUNICATIONS

Turner, Canada is committed to making our information and communications accessible to people with disabilities. We will complete assessments in head office to evaluate barriers that disrupt communicating and receiving information for employees with disabilities. This may include but is not limited to employees receiving emergency alerts, newsletters, or memos.

Improvements necessary and feasible to enhance accessibility will be evaluated based on individual accommodation needs.

At this time, our company provides access to policies, practices and procedures to employees available to be accessed through our internal and external company website, or by contacting a human resources representative.

Turner, Canada's external website adhere to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA. Some available formats include: large print, captioning, pdf, excel, HTML, digital text and audio. The company will require reasonable time to get the accommodated documents back to the person requesting them.

Turner, Canada will fulfill individual accommodations pertaining to communication support depending on a personal basis, when required and requested.

Turner, Canada welcomes and desires feedback to continue to grow our company practices to be more inclusive for employees and clients with disabilities. Feedback on our company's methods of communication can be provided via email, phone, or in-person. More details provided in sections to come.

EMPLOYMENT

Turner, Canada is committed to fair and accessible employment practices, and sustaining a diverse workforce. This means accepting people of diverse backgrounds and removing barriers that prevent employees from reaching new career opportunities.

Through our vision to be a diverse and barrier-free employer, we are committed to completing annual audits that evaluate our diversity progress. For this, we will consult employees and send surveys internally to understand barriers that exist and work together to enhance accessibility to the highest extent possible. At this time, Turner, Canada does not have any employees with disabilities.

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.

RECRUITMENT:

Turner, Canada will continue to assess and improve recruitment methods to enhance inclusivity in job wording, interviewing, and accommodating different needs throughout the recruitment process. Human resources representatives will continue to train and develop accessibility knowledge to prevent unconscious bias through recruitment processes for potential employees with disabilities.

INDIVIDUALIZED PLANS:

Turner, Canada has a procedure readily available in the event of encountering the need to implement an individual accommodation plan for an employee with a disability.

PERFORMANCE ASSESSMENT AND CAREER SUPPORT:

Turner, Canada is dedicated to creating a space for employee growth and career enhancement for everyone. Should accommodation be requested based on the company's delivery of performance assessments, management or supervisors involved with the employee will work with human resources to develop a plan suitable to individual needs in accommodating to the highest extent possible.

PROCUREMENT:

Not applicable at this point in time.

SELF-SERVICE KIOSKS

Not applicable at this point in time.

TRAINING

Turner, Canada is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Our company currently delivers the majority of training through an internal company website or live virtual and in-person sessions. Should an employee require accommodation on training deliverables, it will be arranged and provided to the highest extent possible.

Turner, Canada delivers necessary *AODA* and *ESA* training to human resources representatives, management, and all other employees through jumpstart, internal company sites or virtual/ pre-recorded sessions. We ensure new hires receive this training in their first week and annually as a refresher.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. Our company looks to ensure employees are knowledgeable on the regulations and importance in enforcing the *AODA* in our company environment.

DESIGN OF PUBLIC SPACES

Turner, Canada will meet accessibility laws when building or making major changes to public spaces. We enforce and maintain safe work environments for all individuals on company premises. Our safety-first approach means all worksites are inspected frequently. To the highest extent possible, Turner, Canada will evaluate both head offices to enable maximization of accessibility in the event an employee requires accommodation.

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.

FEEDBACK

Turner, Canada welcomes and appreciates feedback. For any complaints, concerns, or comments regarding our actions and procedures in enforcing the AODA in our work environments, please reach out to Kelly DeGurse, Human Resources Director of Canada by phone or email at:

Phone: 416-720-4459

Email: kdegurse@tcco.com

Alternatively, every employee has access to Turner's confidential hotline that remains anonymous by phone or email at:

Phone: 888-738-1924

Email: compliance@tcco.com

As a part of our commitment to encourage feedback, we are looking to implement a portal on our website for commentary on workplace accessibility to be forwarded to a human resources representative. Estimated to be open before 2025.

NEXT STEPS

Turner, Canada is committed to contributing in making Ontario and British Columbia more accessible. Over the next five years, this plan will be reviewed and updated where necessary by a human resources representative.

Training is being delivered to educate current employees on the standards and regulations of the *AODA*. We will survey employees to identify disabilities in the company. Any employee with a disability will be part of the consultation process of reviewing our accessibility plans each year.

Currently, we are working diligently with Turner headquarters, located in the United States, to enhance our website to showcase our policies and procedures set in place to make our company more accessible. Our company forecasts this to be complete before the annual update of this plan in 2025.

A handwritten signature in black ink, appearing to read 'Stuart Smith', with a stylized flourish at the end.

Stuart Smith
Vice President & General Manager