

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) ACCESSIBILITY PLAN

This accessibility plan outlines the policies and procedures that AECOM uses 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 ONE: PAST ACHIEVMENTS 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 take into account 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 takes into account 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. *Accessibility for Ontarians with Disabilities Act Accessibility Plan*

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.

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 have access to his or her support person at all times.

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 <http://www.aecom.com/careers/diversity-inclusion/>.

Procurement and Invoicing

We are committed to procuring supplies and services from all vendors, and to providing accessible invoices to all of 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 deal 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: 905 886-7022

By email: ron.whitmell@aecom.com

By Internet: www.aecom.com

By regular mail: AECOM Canada Ltd

105 Commerce Valley Dr. W.

Markham, Ontario

L3T 7W3

Attention: Ron Whitmell

SECTION TWO: STRATEGIES and ACTIONS PLANNED FOR 2016 - 2021

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 <http://www.aecom.com/careers/diversity-inclusion/>. This program is still in effect.

AECOM is committed to fair and accessible employment practices, and will implement all employment-related standards under the *Integrated Accessibility Standards* by January 1, 2016.

AECOM will develop 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 takes into account 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 take into account 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, 2016 - AECOM will ensure that all of its 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; and;
- Provide the information at regular cost (if any).

By January 1, 2021 - AECOM will take the following steps to ensure its internet websites and all content posted on those sites conform with 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.

For More Information

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

By telephone: 905 886-7022

By email: ron.whitmell@aecom.com

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