

# Arup’s Accessibility for Ontarians with Disability Act Policy & Plan

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# Arup's Accessibility for Ontarians with Disability Act Policy & Plan

## Purpose and Scope

The Accessibility for Ontarians with Disabilities Act ("AODA") requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards.

This Accessibility Policy and Plan applies to all employees, contractors/sub-contractors and third parties conducting work on behalf of Arup.

It is Arup's objective to create and provide an environment of mutual respect in which all persons who access our facilities, goods and services can do so irrespective of any disability they may have.

This policy and plan is created in accordance with the AODA and outlines the policies and actions that Arup is undertaking to improve opportunities for people with disabilities, and incorporates the firm's Diversity and Inclusion program.

## Statement of Commitment

Arup is committed to ensuring equal access and participation for people with disabilities. Arup is committed to treating all people in a way that allows them to maintain their dignity and independence. The Firm believes in integration and equal opportunity for all. Arup is committed to meeting the needs of people with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations.

## Arup Accessibility Policy and Plan

These standards are developed to break down barriers and increase accessibility for persons with disabilities. This Accessibility Policy and Multi-Year Accessibility Plan (the "Policy and Plan") outlines Arup's commitment to improve opportunities for people with disabilities. As part of the Firm's commitment to meeting its obligations under the AODA, Arup has developed this Policy and Plan which outlines our strategy and the steps we are taking to prevent and remove barriers and meet our requirements under the AODA. This Policy and Plan will be reviewed and updated at least once every five years, and as is required. Our plan shows how Arup will play its role in making Ontario an accessible province for all Ontarians.

## Principles

Arup policies and practices are consistent with the following principles:

**Dignity & Independence** - Arup's services are provided to persons with disabilities in a manner that respects their independence. Services and/or accommodations will be provided in a manner that respects the individual's dignity and encourages open dialogue.

**Equal Opportunity** – Persons with disabilities are given an opportunity equal to that of others to obtain, use or benefit from Arup's services.

**Integration** - Those with a disability are entitled to benefit from our services in the same place and in the same manner as those without a disability.

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## Information & Communications

Arup is committed to meeting the communication needs of people with disabilities. The Firm communicates with people with disabilities in ways that take into account their disability.

- a) Arup communicates with people with disabilities in ways that take into consideration their disabilities and their preferred method of communication;
- b) Persons with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible;
- c) Arup trains staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- d) When asked, Arup provides information about the Firm and its services, including public safety information, in accessible formats or with communication supports; and
- e) Arup strives to ensure access and make reasonable accommodations to those persons with disabilities who require assistive devices, or who are accompanied by a service animal or support person.

## Telephone Services

The Firm is committed to providing fully accessible telephone services. The Firm will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. The Firm also offers to communicate by e-mail or mail if telephone communication is not suitable to the needs of people with disabilities or is not available.

## Assistive Devices

The Firm is committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our services and as such we ensure that staff are trained and familiar with various assistive devices that may be used while accessing our services. Where the use of an assistive device cannot be used because of some barrier, attempts will be made to remove the barrier or we will ask the person with the disability how he/she can be accommodated and/or what alternative methods are available to assist the person in accessing our services.

## Service Animals

Service animals accompanying people with disabilities will be permitted to enter Arup facilities and meeting rooms that are open to the public or other third parties, unless the service animal is otherwise excluded by law.

If it is not readily apparent that the animal is a service animal, Arup may ask the person to provide a letter from a physician or medical professional confirming that the person requires the animal for reasons relating to the disability.

In the rare case where Arup cannot permit a service animal access to a meeting or space, other accommodation may be provided to the person. These can include, but are not limited to, alternate meeting formats, i.e. teleconference; delivery of goods and services at alternate location; or other assistive measures to ensure equality of outcomes.

The Firm will ensure that all staff and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

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## Support Persons

A person with a disability accompanied by a support person may have that support person accompany him or her on our premises. At no time will a person with a disability who is accompanied by a support person be denied access to his or her support person while on Arup premises. Service fees for support persons accompanying a person with a disability will not be charged by the Firm.

## Notice of Temporary Disruption

If there is a planned or unexpected disruption to our services or facilities usually used by people with disabilities, Arup notifies individuals of the known disruption in one of the following ways:

- a) Arup will post a notice of the service disruption on premises in the area where the service disruption has occurred;
- b) Arup will notify individuals about the service disruptions by means of a recorded message or other reasonable means based on the circumstances if a written notice is not suitable to the person's communication needs.

The notices above will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

## Accessible Emergency Information

Arup is committed to providing our clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary. The Firm will consult with people with disabilities to determine their information and communication needs.

## Accessible Website and Web Content

Arup will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. In planning to conform to the WCAG 2.0, Level AA by January 1, 2021, we will work with our website team to look at necessary changes to meet compliance. In addition, we will consider accessibility options for all new content or video produced for the website.

## Training

Arup is committed to training employees, volunteers and other staff members on Ontario's accessibility laws and on the aspects of the Ontario *Human Rights Code* that relate to people with disabilities.

Specifically, training is provided to employees and volunteers on accessibility as it relates to their specific roles. Training will be provided to:

- All employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
- Anyone involved in developing the Firm's policies (including managers, senior leaders, directors, board members and owners)
- Anyone who provides goods, services or facilities to customers on the Firm's behalf (such as external contact centres or facilities management companies)

The Firm will continue to provide training to all employees, volunteers and members of the organization on accessible customer service, as well as work-related accessibility training.

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New hires are provided with a training link during the orientation period and records will be maintained. Training is also provided to current employees and training records are maintained.

Training includes, but is not limited to, the following:

- The purposes of the AODA and the requirements of accessibility standards
- How to interact and communicate with people with various types of disabilities
- How to use equipment on the Firm's premises or otherwise that may help with the provision of services to people with disabilities
- What to do if a person with a disability is having difficulty accessing the Firm's services
- Arup's policies, practices, and procedures relating to the AODA and its Regulations.

Upon amendments to this Policy and Plan, Arup will provide training on an ongoing basis as the amendments require.

Arup is committed to fair and accessible employment practices. We work directly with the Arup's Human Resources Department to ensure that employment practices conform to the accessibility requirements.

## Recruitment and Hiring

Arup accommodates people with disabilities during recruitment and assessment processes and when employees are hired. If an applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs. The Firm specifies on job postings that accommodations are available for applicants with disabilities. The Firm also will notify successful applicants when making offers of employment of our policies for accommodating employees with disabilities.

The Firm will continue to notify employees, potential hires, and the public that accommodations can be made during recruitment and in hiring. We will also continue to notify staff that accessible formats and communication supports are available for those with disabilities. Where needed, we will provide customized emergency information to help an employee with a disability during an emergency.

## Return to Work Plans

Arup works with its Human Resource department to put in place a process for developing individual accommodation plans for employees with disabilities and return-to-work plans for employees who require accommodation in order to return to work from a disability.

## Performance Management

Arup works with its Human Resource department to ensure the accessibility needs of employees with disabilities are taken into account if Arup is using performance management, career development and redeployment processes.

# Arup's Accessibility for Ontarians with Disability Act Policy & Plan

## Notice of Availability of Policy and Plan

The Policy and Plan will be posted on Arup's website and is available in accessible formats.

## Modifications to AODA Policy

Arup will continue to develop this Policy and Plan in consultation with people with disabilities. We will review our policies on an ongoing basis to ensure compliance with the AODA. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## Feedback Processes

Arup ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request. Arup welcomes feedback from employees and the public regarding the way its services are provided to people with disabilities. Clients or others who wish to provide feedback on the way we provide services to persons with disabilities can provide their feedback directly to the individual from whom they received services. Alternatively, you may provide feedback directly by any of these methods:

### **By e-mail:**

[Arup.aoda@arup.com](mailto:Arup.aoda@arup.com)

### **By regular mail:**

Attention to Human Resources  
2 Bloor Street East, Floor 24, Toronto, ON M4W 1A8

All feedback relating to accessibility of our services will be directed to our Human Resources Department.

We will attempt to respond in the same format as it is received. When feedback is received, every effort will be made to respond within a reasonable timeframe.

Accessible formats of this document are available upon request by e-mailing [Arup.aoda@arup.com](mailto:Arup.aoda@arup.com).

## Arup's Accessibility for Ontarians with Disability Act Policy & Plan

### Current Arup AODA Initiatives

| AODA Standards       | AODA Requirement  | Deadline      | Team Responsible       | Actions  | Notes       |
|----------------------|---|---------------|------------------------|--|-------------|
| Feedback             | Develop a process for feedback on Arup AODA standards     | May 2018      | HR                     | Email address established for feedback from public. Ensure that request is fulfilled in a timely manner.   | Completed   |
| Communication        | Notification of disruption                                | July 2018     | HR<br>IT<br>Facilities | Develop an automated voicemail system that will notify public of any building disruption. To ensure accuracy voicemail will direct public to landlord/building website for more information. | In progress |
| Accessibility        | Power door operators on barrier free washrooms            | March 2019    | Facilities             | Provide a washroom that has power door operator allowing access to the barrier free washroom   | In progress |
| Emergency Procedures | Response Plan   | February 2017 | Facilities<br>HR       | Provide emergency response information to employees who identified themselves as having a disability that requires accommodation   | Completed   |
| Accessibility        | First Aid and Wellness Room to comply with AODA standards | March 2019    | Facilities<br>HR       | To ensure First Aid and Wellness Rooms have swing radius for wheelchair accessibility  | In progress |