

Providing Goods And Services to People With Disabilities

AECON POLICY 7.80



1. SCOPE

This Policy applies to all offices of Aecon Group Inc. and its subsidiaries and affiliates in the province of Ontario.

2. PURPOSE

Aecon is committed to excellence in serving all customers including people with disabilities.

3. POLICY

3.1 Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by any individuals with disabilities while accessing our goods or services in areas accessible to the public.

3.2 Communication

We will communicate with people with disabilities in ways that take into account their disability.

3.3 Service animals

We welcome people with disabilities and their service animals. Service animals are allowed in areas that are open to the public.

3.4 Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises in areas that are open to the public.

3.5 Notice of temporary disruption

3.5.1 In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Aecon will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

3.5.2 The notice will be placed at the affected location or site.

3.6 Training for staff

3.6.1 Aecon will provide training to employees, volunteers and others who may reasonably be expected to deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

3.6.1.1 Receptionists at main offices

3.6.1.2 Project staff who may reasonably be expected to interact with the public or third parties at site offices

3.6.2 This training will be provided to staff within three months from their date of hire.



3.6.3 Training will include:

- 3.6.3.1 An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 3.6.3.2 Aecon's accessible customer service plan
- 3.6.3.3 How to interact and communicate with people with various types of disabilities
- 3.6.3.4 How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- 3.6.3.5 How to use the equipment aiding accessibility available on-site or otherwise how to assist providing goods or services to people with disabilities when such equipment is not available
- 3.6.3.6 What to do if a person with a disability is having difficulty in Aecon's goods and services

3.6.4 Staff will also be trained when changes are made to your accessible customer service plan.

3.7 Feedback process

Customers who wish to provide feedback on the way Aecon provides goods and services to people with disabilities can via email through the Organization Website at Aecon@aecon.com. All feedback will be directed to the Senior Vice President of Human Resources. Customers can expect to hear back in seven days. Complaints will be addressed according to our organization's regular complaint management procedures.

3.8 Modifications to this or other policies

Any policy of Aecon that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

4. Responsibility

- 4.1 Chief Operating Officer: Institute this policy and require compliance to it**
- 4.2 Senior Vice President, Human resources: Implement the training and feedback process**
- 4.3 Senior Vice President, Legal & Commercial Services: ensure that statutory reporting requirements are met**
- 4.4 Operational Executives: Ensure compliance by project staff addressed in section 3.6.1.2.**



