Multi-Year Accessibility Plan – Ontario, Canada

Introduction

Wood is committed to creating and maintaining an inclusive, barrier-free environment for all individuals, including persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and its associated Integrated Accessibility Standards Regulation (IASR), this Multi-Year Accessibility Plan outlines our strategy to identify, prevent, and remove barriers to accessibility ensuring that people with disabilities are treated with respect and can fully participate in all aspects of our organization.

Over the course of this multi-year plan, Wood will continue to proactively review and improve policies, practices, and procedures; implement accessible solutions; and train employees to support accessibility initiatives. We recognize that accessibility is an ongoing journey, and we are dedicated to continuous improvement through consultation, feedback, and regular review of our progress.

This plan will be reviewed and updated at least once every five years, or more frequently as needed, to ensure compliance with legislative requirements and to reflect our evolving commitment to accessibility.

Statement of Commitment

Wood is committed to providing our services in a manner that is accessible to all our clients, customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises or who access our information in Ontario. We are dedicated to offering equal opportunity to access our services and to providing a safe, dignified and welcoming environment for everyone.

Wood will strive to ensure that all customer service as well as information and communication services follow the principles of dignity, independence, integration and equal opportunity. We respect and support the principles and requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). We will ensure that our policies, procedures, equipment requirements, training for employees and best practices are consistent with the legislative standards and are reviewed on a regular basis.

Wood has an important responsibility for ensuring that we are providing an accessible and barrier-free environment for everyone in Ontario.

Customer Service

Wood has maintained compliance with the Customer Service standards of the IASR and AODA. We regularly solicit feedback on our service delivery through client surveys, which are available in accessible formats upon request. Feedback is reviewed on an ongoing basis, and any concerns identified are addressed in a timely manner to support continuous improvement.

Information and Communications

Wood is committed to ensuring our information, communication and content on our website is as accessible to all individuals. We have made extensive efforts to comply with best practices and standards as defined by the Web Content Accessibility Guidelines (WCAG) of the World Wide Web Consortium Web Accessibility Initiative (W3C WAI).

Wood continually reviews and seeks out third-party expertise in the fields of usability and accessibility to further enhance website accessibility by adapting to new advancements in assistive technology.

Current accessibility features include the following:

- In instances where iFrames are employed, a direct link to the content is supplied, allowing users with assistive technologies access to content within iFrames.
- Alternative text on images and non-text elements is provided where applicable.
- Structural markup has been employed to indicate headings and lists to aid in page comprehension, as allowed by the content management system templates.
- All data cells in a data table are associated with their headers, as allowed by the content management system templates that use non-data tables for layout purposes.
- JavaScript and style sheets are used to enhance the appearance and functionality of the site, but if these technologies are unavailable, alternate content is provided where applicable.

Employment

Wood is committed to maintaining accessible employment practices and fostering an inclusive workplace throughout the employment lifecycle.

Recruitment and Hiring

Wood provides an accessible and inclusive recruitment and hiring process. Wood's job postings on its career site, include its Diversity Statement, reflecting the organization's commitment to equal employment opportunities and recognition of the value of a diverse workforce. Candidates selected to participate in an interview are notified that accommodations for applicants with disabilities are available during the recruitment process as well as upon hire.

Workplace Accommodation

In 2025, Wood reviewed and updated its Ontario Accessibility Standards Procedure and Ontario Accommodation Plan Procedures. These procedures support development of an individual workplace accommodation plan for employees with disabilities.

Where an employee requires accommodation in connection with an approved medical leave or return to work, Wood will follow its applicable Medical Leave and Return to Work Procedures to support a safe and appropriate return to the workplace.

Career Development

Wood will consider the accessibility needs of employees with disabilities, including applicable individual accommodation plans, when conducting performance management, providing career development and advancement opportunities, or considering redeployment.

Through these practices, Wood will continue to support an accessible and inclusive workplace and identify opportunities to prevent and remove employment-related accessibility barriers.

Accessible Emergency Information

Wood provides individualized workplace emergency response information to employees with disabilities when the need for accommodation is known and when such information is necessary.

Individual emergency response plans are reviewed:

- When an employee changes work locations;
- When accommodation needs change; and
- As part of periodic reviews of emergency preparedness procedures.

Emergency evacuation information and fire safety procedures are available in accessible formats upon request.

Training

Wood provides accessibility training to employees, contractors, and other individuals who provide services on its behalf, as required by the AODA and the Ontario Human Rights Code.

Role-appropriate accessibility training is provided and includes:

- The requirements of Ontario accessibility legislation;
- The Ontario Human Rights Code as it relates to persons with disabilities; and
- Wood's accessibility policies and procedures.

Wood is committed to providing accessibility training to new employees and contractors while maintaining training completion records. Training materials will be reviewed and updated according to any legislative requirement changes. Accessibility training materials were most recently updated in 2025.

Design of Public Spaces

While Wood does not control the accessibility features of the public spaces for the Burlington and Sarnia offices, we remain committed to providing an accessible and inclusive work environment within our leased premises. Where applicable, we will comply with the applicable requirements of the Design of Public Spaces Standards.

Feedback

Wood welcomes feedback regarding the accessibility of its services, facilities, and workplace practices. Feedback received is reviewed and considered as part of our ongoing efforts to improve accessibility and remove barriers.

For more information on this accessibility plan, to provide feedback or to request an accessible format of this document or other publicly available information, please reach out via the following:
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