

In 2013, Manitoba passed *The Accessibility for Manitobans Act (AMA)*. The purpose of the AMA is to achieve accessibility by preventing and removing barriers that disable people in such areas as employment, accommodation, the built environment, and receiving goods, services, and information.

The AMA follows the principles of the *Accessibility for Ontarians with Disabilities Act (AODA)*, enacted in 2005. Other governments in Canada are following suit: in 2017, Nova Scotia enacted a similar law, the *Accessibility Act*, and in June 2018, the Government of Canada introduced its own accessibility legislation, the proposed *Accessible Canada Act*.

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APPLICATION

The AMA *Customer Service Standard Regulation (Accessibility Standard for Customer Service)* applies to all persons who deal with members of the public in Manitoba, or with other organizations in Manitoba, on behalf of Stantec, whether the person is an employee, subcontractor or subconsultant, agent, or otherwise. The Accessibility Standard for Customer Service is also important for all persons who participate in developing policies, practices and procedures governing our provision of services.

PURPOSE

The Accessibility Standard for Customer Service establishes accessibility standards for the provision of goods and services to members of the public, and introduces requirements for information, communications, training and employment.

The Standard mandates, among other things:

- Meeting the communications needs of persons affected by communications barriers;
- Providing barrier-free access to goods and services, and giving notice of any temporary barriers to such access;
- Accommodating the use of assistive devices, service animals, and support persons to remove barriers;
- Providing a barrier-free process to receive and respond to customer feedback about the accessibility of its goods and services; and
- Providing accessible customer service training to all employees who provide services or who participate

COMMITMENT

Stantec strives at all times to provide its services in a way that respects the **dignity** and **independence** of people with disabilities. Stantec endeavors to fully **integrate** those with disabilities so that wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in a similar way to other clients. Stantec is committed to ensure that its policies, practices and procedures provide **equal opportunity** to persons with disabilities as is given to others. Further to these on-going commitments, Stantec will review this standard every five (5) years to ensure that it supports addressing any barriers to accessibility.

Accessibility Standard for Customer Service (Manitoba)

- assistance of a service animal or a support person;
- How to use equipment or devices available on premises or otherwise that may help with the provision of

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FEEDBACK PROCESS

Feedback respecting our accessibility program from the public and Stantec employees is welcomed, as it may identify areas that require change and encourage continuous service improvements.

Feedback regarding the way Stantec provides goods and services to people with disabilities can be made to Human Resources in person, by e-mail, by telephone, or in writing at the following address:

HR.Manitoba@Stantec.com

Human Resources
c/o Stantec Consulting Ltd
500 311 Portage Avenue
Winnipeg, MB
R3B 2B9

All feedback will be directed to management and an acknowledgement of the message can be expected within five (5) business days.

Additionally, feedback may be directed to the Integrity Hotline and can be made on a confidential basis.

The Integrity Hotline can be accessed as follows:

- The Integrity Hotline Phone Number 1-855-389-9170
- The Integrity Hotline Email integrityhotline@stantec.com
- The Integrity Hotline Web Intake www.stantec.ethicspoint.com
- The Integrity Hotline Address:
Integrity Hotline c/o Stantec 10220 103 Ave NW, Edmonton, Alberta, T5J 0K4

Feedback will be addressed according to the Integrity Policy.

RESPONSIBILITIES

Human Resources will:

- Review this standard on an annual basis, and revise when necessary
- Provide customers and interested parties with a copy of this standard upon request
- Make this standard available in alternate formats upon request
- Offer training to appropriate staff regarding Accessible Customer Service
- Oversee that notice is provided for any disruption of service
- Work with the necessary Corporate parties to collect and follow up on customer/client feedback

Employees will:

- Attend and complete Customer Service Accessibility Training
- Employ the skills and knowledge presented in the training to serve clients with disabilities
- Inform local office management and HR of any issues regarding accessibility, or disruptions in service
- Adhere to the Accessible Customer Service and Integrated Accessibility Standard at all times
- Provide assistance to customers/client 792 reW*nBT/F5 9.96ff1 0 0 1 511.3 187.94 Tm0 g0 G[]JTJET18