



CASE STUDY WSP

“WSP in New Zealand is proud to have committed to becoming a Hearing Accredited Workplace. One of our core focus areas is taking steps to create a positive and inclusive environment for employees, suppliers, and clients with hearing loss. We will also be doing our part to prevent noise-induced hearing loss by identifying, continuing to educate and pro-actively managing harmful noise in the workplace.”

Rosalie McKnight, Health, Safety Environment Advisor, WSP

WSP is a leading engineering and environmental consultancy firm in Aotearoa, New Zealand, specialising in property and buildings, transport, water, power, environment, project delivery and strategic consulting. With over 2400 employees, they're passionately committed to their local communities and employees. So, when the opportunity arose to join HAWP, WSP jumped at the chance to strengthen this commitment.

By embracing the Hearing Accredited Workplace programme, WSP has implemented some excellent





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practical solutions to break down barriers for Deaf and hard of hearing team members and customers.

Looking toward a future where everyone counts

As a prominent figure in Aotearoa, New Zealand’s engineering sector, WSP knows all too well the risks involved in this work. The learnings they’ve acquired through becoming a Hearing Accredited Workplace have propelled them into action to improve accessibility and hearing awareness across every aspect of their business.

WSP has implemented some incredible functions in everyday business and aspires to extend this change to include structural workplace improvements in future renovation projects.

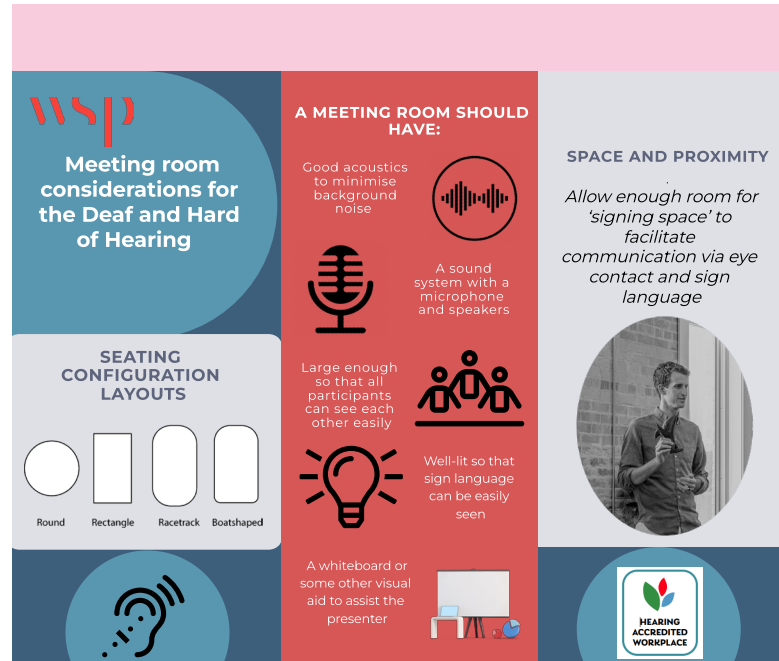
“Our renovation plans for the future include telephone booths and wellness rooms that will serve the dual function of quiet zones for those who may need them. Our hope is to create as many of these spaces as possible, but building size will be a determining factor. Some offices may have one or both of these features.”

WSP thoroughly reviewed their evacuation procedures and established a process for identifying people who may need assistance. Each office has a register of people who will require assistance in an emergency; this includes those with a permanent or temporary need.

A long-term goal is also looking into installing flashing lights as an indicator of an emergency for Deaf and hard of hearing.

Elevating everyday workplace experiences

Hearing-aware meetings are one immediate action they implemented, ensuring their people are mindful and capable of creating meeting spaces that cater to everyone’s needs. WSP designed a hearing-aware poster for their meeting rooms that has been distributed to their business support team and is an excellent resource.



Transcripts for all recorded team meetings are readily available, and closed captions are in use at all Town Hall meetings and transcripts. WSP has also installed software that facilitates closed captions for their hard of hearing team members.

An inclusive recruitment process sets a gold standard.

With virtual interviews being the standard these days, WSP has taken measures to ensure they present interviewees with meeting options that suit their needs; this ensures everyone has a fair chance to present themselves in their best light and sends a clear message that WSP is a company committed to creating equal opportunities for all.

Establishing a hearing-aware culture.

WSP delivered Accessibility and Hearing Awareness workshops to employees and offered free hearing checks for staff in conjunction with NFDHH. Both screenings and workshops were embraced by employees, with many eager to learn more about the importance of protecting their hearing and how to be more inclusive to those with hearing loss.



Rosalie McKnight

Health Safety Environment Advisor, WSP