



## AODA Multi-Year Accessibility Plan



Corporate Risk  
Services



Secure  
Integration



AMAG  
Technology



Security  
Personnel

G4S Secure Solutions (Canada) Ltd is committed to working towards full compliance under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we affirm our commitment to providing value services and support in a manner that respects the dignity and independence of persons with disabilities.

### **G4S Commitment**

G4S is committed to treating all people equally which allows them to maintain their dignity and independence. G4S believes in integration and equal opportunity which will meet the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

### **Customer Service Accessibility Standard**

The Customer Service Standard was the first standard under the AODA and was passed by the Ontario legislature in creating standards to improve accessibility across Ontario.

G4S uses practical efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of people with disabilities.
- Persons with disabilities are given an opportunity alike to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities including their service animals (if any) are accommodated in all aspects of service provision.
- G4S has been in compliance with the Accessible Customer Service Regulation under the AODA since 2015

### **Accessible Emergency Information**

G4S is committed to providing customers and people with emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when required.

### **Employment**

G4S will accommodate people with disabilities during the recruitment process when people are hired.

- Identify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, inform applicant of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities.
- Provide updated information on accommodations policies to employees when changes occur.

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G4S will take the following steps to develop a process for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Requesting outside medical evaluation to determine if accommodation can be achieved.
- Ensure a high level of privacy.
- Provide regular review and updates.
- Provide accommodation plans that take into account the needs of the employee.
- And if required, including individualized workplace emergency response information.

The following measure have been implemented by G4S:

- Policy reviews will take place within the organization annually.
- Notice will be provided on the website, over the phone, or in writing where applicable, when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided including persons who participates in developing the policy, practices and procedures.
- All new hires will be trained on a timely manner.
- A process has been established to encourage feedback regarding the way G4S provides goods and services to people with disabilities. This feedback can be made verbally, by e-mail or in writing.
- A process is in place to ensure that all feedback collected is reviewed and analyzed to identify potential gaps in customer services, and ensure appropriate actions are taken immediately.
- Report compliance on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website annually.

### **Return to Work**

G4S is committed to putting in place a process for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

G4S has developed a return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. For further details on the return to work process, employees can refer to Human Resources.

### **Information and Communication**

G4S is committed to meeting the communication needs of people with disabilities and has taken the following steps to ensure compliance:

- Management ensures company information is accessible to persons with disabilities.
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person.
- Our website has been designed to be user friendly.
- Training on the AODA has been provided to staff that are involved in developing information internally or externally on behalf of the organization. Provide updated information on accommodations policies to employees when changes occur.