



FIRST SECURITY PROTECTION SERVICES

www.firstsecurity.ca

ACCESSIBILITY PLAN

First Security Protection Services Inc. is committed to contributing to the goal of an accessible and barrier-free Canada for everyone and the Communities we serve have the best experience possible with our Security Services.

The Accessible Canada Act and Regulations establish a legal framework for making progress on accessibility and focus on the identification, removal and prevention of barriers to accessibility in the key areas:

1. Employment;
2. Built Environment;
3. Information and Communication Technology (ICT);
4. Communication, other than ICT;
5. Procuring goods, services and facilities;
6. Designing and delivering programs and services;
7. Transportation;

of the workplace, which are detailed in this Accessibility Plan.

Through the development of the Accessibility Plan, First Security Protection Services Inc. aims to put forward practical measures to identify and remove barriers to accessibility in the workplace and make the necessary improvements. Our goal is to establish and follow the accessibility procedures according to the Law and this Accessibility Plan will cover 3-year period (2023 to 2026) and will be reviewed accordingly. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

Statement of Commitment

First Security Protection Services Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Feedback

First Security Protection Services Inc. welcomes ongoing suggestions and feedback on its Accessibility Plan from all individuals.

Please contact us:

1. Call phone number: 905-415-1291
2. Email: contact@firstsecurity.ca
3. Send us a letter to 190 Don Park Road, Unit 5, Markham, ON L3R 2V8

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Office: (905) 415-1291, Mobile: (416) 831-3236 & (647) 892-8477, Fax: (905) 415-1975, contact@firstsecurity.ca

This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion. In case when feedback is provided anonymously, acknowledgement of receipt will not be issued.

Definitions

Barrier means anything, including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or practice—that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communications or sensory impairment or a functional limitation.

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Alternate Formats

Upon request, First Security Protection Services Inc. will provide its Accessibility Plan in the following formats:

- Print;
- Large print;
- Braille;
- Audio format;
- Electronic format compatible with adaptative technology that is intended to assist persons with disabilities.

Employment

First Security Protection Services Inc. recognizes that accessible employment practices are fundamentally sound practices that benefit businesses and the economy, as in better job retention, higher attendance, lower turnover, enhanced job performance and work quality, better safety records and a more innovative workforce.

To achieve a fully inclusive workplace to people with disabilities, First Security Protection Services Inc. is committed to actively collaborating with all stakeholders on all accessibility issues.

First Security Protection Services Inc. is committed to the policies, principles, and practices of Human Right Committee in terms of discrimination, including but not limited to, disability.

First Security Protection Services Inc. will implement the following measures for all employees:

- Create a policy that specifically addresses accessibility in employment to ensure that employment practices are accessible for people with disabilities, which will include:
 - Reviewing existing training programs to ensure that people with disabilities are supported during the entire employment process;
 - Make sure that all policies in compliance with the “Accessibility” legislation otherwise it must be modified or removed; and

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- Upon request provide information in a format that is accessible to the specific needs of employees with disabilities.
- Conduct a thorough review of the hiring process to ensure that it is not a barrier to people with disabilities and implement the following:
 - Educate managers and employees on accessibility and how they can ensure a barrier-free hiring process.
 - Ensure that job postings state that people with disabilities are welcome and that First Security Protection Services Inc. will accommodate their needs, upon request, during all steps of the employment process; and
 - We encourage employees with disabilities to share their experiences with the company and provide feedback about Accessibility.
- Revise the training offered to all employees to include modules on the concept of disability and resources/procedures for employees with specific disability-related needs.
- Work on the measure to become more inclusive Security Company for people with disabilities.

The Built Environment

In the built environment, accessibility pertains to how physical areas are designed and constructed so that individuals with various disabilities may easily navigate and use them. By the nature of its business, First Security Protection Services Inc. owns one commercial unit where Head Office operates, and all other activities/services are conducted at the Condominium Buildings, which are owned by Condominium Corporations and Residents.

First Security Protection Services Inc. follow the directions of the Property Management at the Site in terms of the Emergency Evacuation and Fire Procedures as per Fire Inspection Regulations that must comply with the accessibility requirements.

Information and Communication Technologies

First Security Protection Services Inc. is committed to improving the accessibility of its website by following WCAG (Web Content Accessibility Guideline) guidelines for web accessibility and implement regular testing and updates for accessibility which will include:

- Inclusion of descriptive alternative text for images;
- Providing closed captions for videos, transcripts for audio, and navigable media players;
- Ensuring sufficient color contrast and legible font sizes enhances readability, catering to users with visual impairments or color blindness.
- Designing forms with clear labels and instructions, along with accessible error messages, facilitates a user-friendly experience for individuals with cognitive or sensory impairments.

Communication (other than Information and Communication Technologies)

First Security Protection Services Inc. is committed to meeting the communication needs of people with disabilities. First Security Protection Services Inc. utilizes inclusive and respectful language that considers diverse audiences, avoiding terms or expressions that may be exclusionary or offensive to individuals with different abilities. First Security Protection Services Inc. has taken the following steps to ensure existing feedback processes are accessible to people with disabilities in Ontario upon request:

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- First Security Protection Services Inc. will administer its feedback processes in accessible formats and make communication supports available upon request.
- First Security Protection Services Inc. will consult with the person making the request to determine suitability of accessible format or communication support.
- Where people with disabilities request information and communications in accessible formats, including communications supports, this will be provided in a timely manner and at a cost equal to the regular cost charged to others, if any.

The Procurement of Goods, Services and Facilities

- First Security Protection Services Inc. will incorporate accessibility requirements into procurement policies to ensure that vendors and contractors are committed to providing goods, services, and facilities that meet established accessibility standards.
- Procurement Staff Training will be provided on the importance of accessibility, equipping them with the knowledge and skills to evaluate products and services for accessibility features during the procurement process that align with the company's goals.

The Design and Delivery of Programs and Services

First Security Protection Services Inc. prioritizes the integration of accessibility considerations into the design and delivery of its programs and services, ensuring that they are inclusive and usable by individuals of all abilities.

- Embed accessibility seamlessly within all corporate policies, decision-making procedures, and processes.
- Conduct a thorough review of First Security Protection Services Inc.'s decision-making processes and corporate policies to identify any lacking accessibility components and strategize ways to address it.
- Guarantee that all documents and manuals produced by First Security Protection Services Inc. not only offer accessibility information but are also available in formats that are easily accessible.
- Ensure that the staff responsible for the design and delivery of programs and services comprehend the concept of disability and are aligned with the company's objectives in promoting accessibility.

Transportation

First Security Protection Services Inc. does not provide services in transportation and this area is not covered by the current Accessibility Plan.

Summary of Consultations

The Accessibility Plan was collaboratively developed with the invaluable input and consultation of individuals with disabilities, ensuring their unique perspectives and needs were central to the planning process. Engaging in meaningful dialogue with members of the disability community allowed for the identification of potential barriers within existing structures and paved the way for targeted improvements. The plan, thus, reflects a collective effort to create an environment that not only removes obstacles but also enhances accessibility for everyone.

Approved by: _____ Dan Carpinisianu, P. Eng.-President Date: _____ 2023