



FIRST SECURITY PROTECTION SERVICES

www.firstsecurity.ca

ACCESSIBILITY POLICY

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.

First Security Protection Services Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

First Security Protection Services Inc. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

First Security Protection Services Inc. is committed to provide security services to all customers including people with disabilities. Our policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

First Security Protection Services Inc. are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities as well as Workplace Anti – Discrimination/Harassment and Workplace Violence Prevention Policies and Programs. Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- *purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards*
- *our policies related to the Customer Service Standards*
- *how to interact and communicate with people with various types of disabilities*
- *how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person*
- *how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:*

List Equipment/Devices

- *what to do if a person with a disability is having difficulty in accessing our organization's services or facilities.*

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

First Security Protection Services Inc. aims to accommodate people with disabilities in ways that take into account their disability and it relates to ways to communicate, service animals, support persons etc.

190 Don Park Road, Unit 5, Markham, ON L3R 2V8

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

First Security Protection Services Inc. welcomes feedback on how we provide accessible customer service that helps us to improve our procedures and respond to concerns.

Please contact us:

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

Feedback will be directed to the authorized Department for respond.

Documents related to Accessibility are available upon request and hard copies are at the Head Office and at the Security Sites. We will provide these documents in an accessible format or with communication support, on request.

Accessibility in Employment Process

First Security Protection Services Inc. notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. FSPS Management takes into account the accessibility needs of all employees.

First Security Protection Services Inc. recognizes importance of the Accessibility Policy and declares that any company's policies that do not respect and promote principle of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Accessible formats of this policy are available upon request.

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