

Canadian Security Concepts Multi-Year Accessibility Plan

Canadian Security Concepts Inc is committed to excellence in serving all customers, including people with disabilities.

Introduction and Statement of Commitment

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations ("IASR") under the AODA require that Canadian Security Concepts establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Canadian Security Concepts:

- Customer Service;
- Information and Communications; and
- Employment;

This multi-year plan outlines Canadian Security Concepts' strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill Canadian Security Concepts' commitment as outlined in Canadian Security Concepts' Accessibility Policy.

In accordance with the requirements set out in the IASR, Canadian Security Concepts will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website (www.securityconcepts.ca);
- Report as required on its website (www.securityconcepts.ca) on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

Customer Service Standards

Commitment:

Canadian Security Concepts has been in compliance with the Accessible Customer Service Regulation under the AODA, and will continue to comply with the Customer Service Standards under the IASR.

Canadian Security Concepts is committed to excellence in serving all customers, including persons with disabilities and it will carry out its functions in a manner which delivers an accessible customer service experience.

Canadian Security Concepts is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Action Taken:

The following measures have been implemented by Canadian Security Concepts:

- Ensuring all persons who, on behalf of Canadian Security Concepts, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;
- Ensuring such persons are familiar with various assistive devices that may be used by customers with disabilities who are accessing Canadian Security Concepts' goods or services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring customers accompanied by a guide dog or other service animal in areas of Canadian Security Concepts that are open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Providing public with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at all public entrances and service counters on Canadian Security Concepts premises. If the disruption is long-term, Canadian Security Concepts will post an announcement on their website informing customers of the location, duration of the disruption and alternate solutions;
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels;
- An "Accessibility" link has been added to the footer of the websites www.securityconcepts.ca, to communicate Canadian Security Concepts' accessible customer service policy including related procedures and guidelines; and

Required legislative compliance: January 1, 2010
Implementation timeframe: October 2008 to January 1, 2010
Completion date: January 1, 2010

Information and Communication Standards

Commitment:

Canadian Security Concepts is committed to making company information and communications accessible to persons with disabilities. Canadian Security Concepts will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Feedback, Accessible Formats and Communication Supports

Action Taken:

The following measures were implemented by Canadian Security Concepts, effective January 1, 2014;

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- More broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
 - Provide or arrange for the provision of such accessible formats and communication supports;
 - Consult with the person making the request to determine the suitability of the accessible format or communication support;
 - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;

Required legislative compliance: January 1, 2014 – Feedback, January 1, 2015 – Accessible Formats & Communication Supports (or other applicable compliance date as set out in the IASR)

Implementation timeframe: January 1, 2010 to January 1, 2015 (as applicable)

Completion date: January 1, 2015

Employment Standards

Recruitment

Commitment:

Canadian Security Concepts is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Action Taken:

The following measures were implemented by Canadian Security Concepts, effective January 1, 2014:

- Informing current employees and new hires of Canadian Security Concepts' policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- Providing information under this section as soon as practicable after the new employee begins employment, specifically in the orientation process;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, Canadian Security Concepts will provide or arrange for provision of suitable accessible formats and communications supports for:
 - Information that is needed in order to perform the employee's job;
 - Information that is generally available to employees in the workplace.
- In meeting the obligations to provide the information that is set out in the paragraph above, Canadian Security Concepts will consult with the requesting employee in determining the suitability of an accessible format or communication support.
- Accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.
- Steps are in place to protect the privacy of the employee's personal information;
- When providing career development and advancement to its employees with disabilities