

## **MULTI-YEAR ACCESSIBILITY PLAN – ONTARIO**

### **OUR ACCESSIBILITY COMMITMENT**

Concord Parking as part of Paladin Security Group (Ontario) Ltd (“Paladin”) is committed to providing an accessible and inclusive environment for all individuals as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

Paladin 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 the people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility law

### **MULTI-YEAR ACCESSIBILITY PLAN**

The locations we service, and our workplaces are committed to this plan with AODA to remove barriers and will meet regularly to adhere to the standards of AODA.

### **CUSTOMER SERVICE STANDARD**

Paladin is familiar with customer standards and will ensure it meets the principal of treating individuals with dignity, independence, integration, and equal opportunity. We are committed to training our workforce on persons with disabilities to provide them the same opportunity of services being offered.

### **INFORMATION AND COMMUNICATIONS**

Paladin will communicate information and ensure it is accessible and available to people with disabilities in accessible formats or as supported. A feedback process is available on our website for each branch we service in Ontario.

Our website is underway of meeting the Web Content Accessibility Guidelines (WCAG) 2.0 level AA in accordance with the Ontario’s accessibility laws.

### **EMPLOYMENT**

Paladin is an inclusive environment and will accommodate employees, potential hires, and the public of employment opportunities during our recruitment and hiring process. Giving the opportunities and reviewing any barriers in our current practices to ensure that job posting, and interview processes are adjusted when requested to accommodate.

In efforts to support employees with disabilities and develop accommodation plans for emergency information and to help during an emergency. Our performance management, career development and redeployment processes will consider the accessibility needs of all employees. We have established a written documented individual accommodation plan for employees with disabilities. They are in a safe and confidential environment which their privacy will be respected and only shared with their consent.

## **TRAINING**

Paladin is committed to providing training as required by AODA and Ontario Human Rights Code as it applies to people with disabilities. Training is mandatory for all employees during their orientation including online training course. Our training package include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Paladin Security Group's plan related to the customer service standard.
- 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 assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Paladin Security Group's goods and services.

## **NOTICE OF TEMPORARY SERVICE DISRUPTION**

In the event of a planned or unexpected disruption to services for persons with disabilities (scheduled interviews, training classes and/or meetings) we will notify promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## **FEEDBACK PROCESS**

Feedback is welcomed on the way Paladin provides services to people with disabilities. This can be done through our individual branch's website contact details.

## **CONTACT INFORMATION**

If you have any questions regarding this multi-year plan or wish to provide feedback, please contact us:

**Concord Parking**  
**Paladin Security Group Ltd.**  
**401 The West Mall, Suite 400**  
**Etobicoke, Ontario, M9C 5J5**

Telephone 416-916-6767 or 1-877-916-6767

<https://concordparking.com/contact-us/>