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AODA Multi-Year Accessibility Plan
Extended

Corporate Risk Services · Secure Integration · AMAG Technology · Security Personnel

Part A: Introduction and Background Information

G4S Secure Solutions (Canada) Ltd.

G4S is the leading global integrated security company, specialising in the provision of security products, services and solutions. G4S services over 1000 customers across the country, providing a unique combination of corporate risk services, security personnel, secure systems integration, and screening services. Our approach to security is holistic, and goes beyond traditional security services. Our strategy is market led. We satisfy our customers' needs by understanding their strategic objectives and designing and delivering innovative solutions which support their goals.

Our aim is to create sustainable shareholder value through excellence in customer service, operations and financial management. Our mission is to create sustainable value for our customers and shareholders by being the supply partner of choice in all of our markets.

G4S's Commitment to an Inclusive and Accessible Work Environment
- "Based on our core values and beliefs, G4S is committed to ensuring that company policies and practices are consistent with the following principles:
- Persons with disabilities will have equal opportunity to obtain employment, provide and receive services in a manner that respects their dignity and independence and is integrated with non-disabled persons unless an alternative accommodation measure is necessary.
- G4S will prevent and remove barriers that impede access by persons with disabilities.
- G4S will always communicate with a person with a disability in a manner that takes into consideration their needs and abilities.
- Persons with disabilities may use an assistive device and/or a support person to access information and services."

-Debby Taylor, Director Labour and Employee Relations

Inclusiveness and accessibility are not only legislative requirements they align with G4S's core values of 'Best People', 'Teamwork and Collaboration', 'Performance', 'Integrity', 'Customer Focus' and 'Safety First'. Preventing and removing barriers to G4S's services and in our workplace makes sound business and economic sense.

G4S is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Integrated Accessibility Regulation (the "ISAR") of the Accessibility for Ontarians with Disabilities Act ("AODA").

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Part B: Accessibility Plan 2014 - 2017

The G4S' Accessibility Plan was implemented in January 2014 and in conjunction with the Accessibility for Ontarians with Disabilities Act G4S Secure Solutions (Canada) Ltd. plans to provide a fully accessible workplace by 2025. Our plan will be reviewed annually to measure and monitor compliance. The plan will be updated every five years.

The objective of the Multi-Year Accessibility Plan is to support G4S's compliance with the AODA and the ISAR and G4S's commitment to treating all people in a way that allows them to maintain their dignity and independence. The Plan shows our belief in integration and equal opportunity.
ternally on behalf of the organization. Provide updated information on accommodations policies to employees when changes occur.

Part C: Moving Towards Accessbility

Consistent with G4S's objective we have taken various steps to foster an accessible organization and workplace.
Accommodation Policy and Request for Accommodation Form
G4S updated the Accommodation Policy and Procedure in October 2015. The policy gives examples of accommodation during the employee selection and recruiting process, i.e. providing information about the position in multiple formats for candidates who are blind or visually impaired, reaching out to community organizations offering assistance to special needs candidates, allowing extra time, where appropriate for test or exams, and insuring that the interview site is fully accessible. G4S has implemented and Accommodation Request Form.

Employment Equity Plan – 2015-2018
G4S Employment Equity plan includes a strategy for hiring persons with disabilities in increasing numbers from 2014 to 2018. One of the actions was to include a welcome message and commitment to hiring persons with disabilities on our Careers Web Site.

G4S' Employment Equity plan includes short-term and long-term goals for recruiting and hiring persons with disabilities to December 2018.

Examples of G4S's accessibility achievements and diversity and inclusion accomplishments are:
- Accommodation offered to job applicants for interviews
- Accommodation offered for all G4S hosted events
- G4S hosted an inclusion and diversity workshop - LGBT in June 2016 – managers and supervisors for two days who participated in learning about gender diversity.
- AODA Project Team: Created 2016 (and ongoing). Team leaders from each of the core functions are included in the AODA Project Team. Members from Human Resources, Procurement, Information Technology, and Operations provide input, feedback and direction for compliance with AODA requirements
- 2015 Safety Starts With Me campaign, focus on safety talks, 'shout outs' This includes mental health awareness and accommodations.

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Examples of G4S's accessibility achievements and diversity and inclusion accomplishments (cont):

- All G4S employees in Ontario are made aware of the availability of individual emergency evacuation plans during the on boarding process both through local and National training.
- AODA Individual Emergency Evacuation Procedure: Completed. All existing and new employees in Ontario who require an individual workplace emergency response plan are provided with an individual plan that takes into account their disability.
- February 2015 Mental Health Awareness Month – company and client communication
- Workplace Violence and Harassment Policy review to focus on a positive working environment with G4S. This is will remove all barriers to ensure a respectful workplace. (Bill 132)
- Occupational Health & Safety – Individualized Workplace Preparedness Planning for Employees with Disabilities Policy and Procedure – published on the company's intranet.
- Evacuation plans are in place for all workplaces and are tested and updated annually.
- Information on how to obtain individual emergency evacuation plans are posted on the Human Resources Website and in local Joint Health and Safety communications posted in a visible location.
- Disability Management and Return to Work Programs – on-going.
- G4S employees are assigned to the workplaces operated by our customers and reasonable accommodation is a shared responsibility.
- All local office managers, who have oversight of local Health and Safety matters, have received training and resources to understand how to complete and when an Individual Emergency Evacuation plan is required.
- Office Relocation – G4S reviews new client sites to ensure accessibility and will review future relocations to guarantee continued success.

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Part D: Multi-Year Accessibility Plan 2014 -2017

Initiative	ISAR Requirement	Action	Status	Completion
1.1 Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	• G4S AODA Policy original 2014-01-07 Rev. 2016-07-28 • Policy posted on G4S external website and Internal HR intranet – website. • Multi-year Plan to be posted on the G4S website.	**Completed** **Completed** **Completed**	Jan 1, 2014 Feb 2016 April 2016
1.2 Accessibility Plans	Large organizations shall, (a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) Review and update the accessibility plan at least once every five years.	• Established an AODA project team to understand requirements of the ISAR. • Due to departure of AODA team members – re-establish a new team in August 2016 • Creation of AODA team responsible for the revision of G4S's Accessibility Plan. • Team lead responsible for revision of Accessibility Plan. • To inform Accessibility Plan development – identified barriers by soliciting stakeholder feedback from G4S Ontario persons with disabilities and subject-matter experts. • AODA committee to meet regularly until compliance deadlines have been met.	Refresh and update	August 2016
1.3 Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) All employees, and volunteers;	• AODA training is included in induction for all G4S Ontario employees. A knowledge test is included in the training. • Continue with training and completion of AODA	**Completed**	Jan 2014

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Initiative	ISAR Requirement	Action	Status	Completion
	(b) All persons who participate in developing the organization's policies; and (c) All other persons who provide goods, services or facilities on behalf of the organization.	knowledge test during induction for all new employees • Established an AODA cross- functional team, including members of G4S Human Resources, Information Technology, Operations, Procurement, to understand training requirements pursuant to the ISAR • Reviewed current training to determine whether existing training could be leveraged for training required by the ISAR • Test training compliance Windsor and Hamilton Branches July 2016 • Engage with G4S Self-Serve Learning Management System (LMS) to develop training program to educate staff and managers on AODA legislation, ISAR and Human Rights Code to be rolled out to all G4S employees in Ontario. • Assess training needs (e.g. separate training for managers and employee levels) • Determine vehicle to deliver training (e.g. online) • Training will be mandatory and training will be available online • Training to incorporate accessible format - review training modules and materials to determine what accessible formats currently exist and what accessible functions may be incorporated into the training design.	In Progress Branches deliver AODA training according to their branch structure. Some use the online link. Some use an inclass methodology with printed material and test	Aug 20, 2016

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Initiative	ISAR Requirement	Action	Status	Completion
2.1 Feedback	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	• Developed Customer Feedback Form designed to invite feedback from individuals about their experience while visiting G4S. • Through AODA project team, engaged all groups who provide surveys (marketing, Human Resources) to make them aware of ISAR requirements and process for requests for accessible formats – how to escalate • Determine all current feedback surveys and mechanisms at G4S • Re-assess/conduct assessment/review surveys of feedback processes to ensure accessible formats and current accessibility features • Reviewed/Updated Employee Relations standard operating procedure (SOP) for requesting for accessible formats	**Completed** Revise current structure **Completed** On-going **Completed**	Jan 2014 Aug 2015 Oct 2016 Dec 2015
2.2 Accessible Formats & Communication Supports	2.2.1 Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) In a timely manner that takes into account the person's accessibility needs due to disability; and (b) At a cost that is no more than the regular cost charged to other persons.	• Ontario law requires G4S to post the accessibility plan on the company's website. The G4S accessibility plan is public. • IT and Marketing to review accessible formats and communication, technology supports currently available at G4S • Review current process (i.e.,ERS SOP, local office ergonomic assessment process) for requesting accessible formats and communication supports • As needed, update current process for requesting	In Progress **Completed** **Completed** **Completed**	Sept 2016 Jan 2016 Jun 2015 Mar 2015

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Initiative	ISAR Requirement	Action	Status	Completion
		accessible formats– including alternative methods of feed-back if what is in place or is available doesn't meet the needs of the individual		
		• Develop communication strategy for educating G4S people on the availability of and process for requesting accessible formats and communication supports	**Completed**	Feb 2015
	2.2.2 The obligated organization shall consult with the person making the request in determining the suitabili-ty of an accessible format communication support.	• Review/update of current ERS Accommodation SOP	**Completed**	Jan 2016
		• Understand functionality of accessible formats and communication supports available to better consult on requests for accessible formats that take into account the individual's disability needs		
		• Develop a process for responding to, approving or declin-ing a request		
	2.2.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	• Incorporate language in marketing materials and website to advise that, in accordance with AODA, accessible format may be made available on request	In Progress	Sept 2016
2.3 Accessible Websites & We Content	Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	• Conducted an assessment current web functionality to ensure compliance and adequate accessibility features	**Completed**	Jan 2016
		• Ensure Technology and Content Owners (IT and Mar-keting) are aware of ISAR requirements for existing web content effective January 2012	**Completed**	Oct 2016
		• All internet websites and web content must conform with WCAG 2.0 Level AA, other than, criteria 1.2.4 Captions (Live), criteria 1.2.5 Audio Descriptions (Pre-re-corded).	In Progress	Jan 2021

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Initiative	ISAR Requirement	Action	Status	Completion
3.1 Recruit-ment General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	• Review of all mechanisms for posting G4S positions (website, campus posting) • Incorporate language on postings and G4S career • websites to make applicants (internal/external) aware that in accordance with AODA accommodation is available • Update internal and external careers sites to notify applicants about the availability of accommodation & G4S commitment to accessibility and inclusiveness • Analysis of job descriptions to determine roles which can accommodate this group. • Update job posting templates to ensure they inform applicants of the availability of accommodation & G4S commitment to inclusiveness • Partner with community groups.	**Completed**	Jan 2015
3.2 Re-cruitment Assessment or Selection Process	3.2.1 During the recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. 3.2.2 If a selected applicant requests an accommo-dation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	• Incorporate language in all notifications to applicants for interview (email, letter, phone), that in accordance with AODA, accommodation is available upon request. • Encourage and provide more diversity-related training to Talent Attraction on how to engage in conversations to solicit and handle accommodation requests, in accor-dance with AODA (how to ask for accommodation – develop scripts). • Educate Talent Attraction on inclusive selection strate-gies developed by Ontario Human Rights Commission	**Completed** **Completed**	Oct 2015 Nov 2015

Initiative	ISAR Requirement	Action	Status	Completion
		and on how to implement and request support for accommodation related requests (connect with ERS), in accordance with AODA. • Review of recruitment process (tests, assessment, rooms) to ensure barriers may be removed or accessible features provided, upon request in accordance with AODA.		
3.3 Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	• Incorporate in offer letter a section regarding G4S's accessibility policies and where to access additional information on G4S internal and external internet	**Completed**	Oct 2015
3.4 Informing Employees of Supports	3.4.1 Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. 3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 3.4.3 Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	• Develop change and communication strategy to educate and advise G4S people on G4S's accessibility policies, plan and processes • Accessibility policies and processes to be Incorporated in on boarding process for Ontario • Develop process and strategy to communicate any policy changes by email and posting on company intranet.	**Completed** **Completed & On-going** In Progress	Oct 2015 Jan 2014

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Initiative	ISAR Requirement	Action	Status	Completion
3.5 Accessible Formats & Communication	3.5.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) Information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace. 3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	• Educate employees and Performance Managers (PMs) on the availability of accessible format and communication supports; in accordance with AODA • Educate employees and PMs on • process for requesting accessible formats and communication supports • Review current ergonomic • assessment process to identify gaps and implement improvements as necessary • Develop a process for consulting with employees to determine accommodation needs (educate PMs to have conversations and escalate ERS) • Develop a process for advising employee of solution (EAP, Whistleblower line)	**Completed** **Completed** **Completed**	Jan 2016 Apr 2015 Apr 2015
3.6 Work Place Emergency Response Information	3.6.1 Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. 3.6.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated	• Established process to provide people in Ontario who request, or for whom G4S is aware of the need for accommodation due to the employee's disability, to receive individualize workplace emergency response information • G4S process for creating Individualized Workplace Emergency Response Information includes a mechanism to obtain consent from the employee to share the information with those designated to provide assistance in the event of an emergency	**Completed** **Completed**	Mar 2015 Feb 2015

Initiative	ISAR Requirement	Action	Status	Completion
	by the employer to provide assistance to the employee. 3.6.3 Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	• Upon request, the Local office manager will work with the individual who requires accommodation, to provide Individual Workplace Emergency Response Information as soon as possible	**Completed**	Apr 2015
	3.6.4 Every employer shall review the individualized workplace emergency response information, (a) When the employee moves to a different location in the organization; (b) When the employee's overall accommodations needs or plans are reviewed; and (c) When the employer reviews its general emergency response policies.	• G4S process for creating Individualized Workplace Emergency Response Information includes guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs	**Completed**	Mar 2014

3.7 Document Individual Accommodation	3.71 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.
	3.7.2 The process for the development of documented individual accommodation plans shall include the following elements:
	1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
	2. The means by which the employee is assessed on an
		• Review of current accommodation processes and practices (ERS SOPs)
		• Develop & operationalize a process for the development of individual accommodation plans with AODA
		• Create a SOP for the development of documented plans that will incorporate the following elements:
		    • Manner in which employee can request
		    • Under which circumstances medical is required
		    • Who (Manulife) will be assessing the medical provided
		    • Work with Manulife (disability partner) to dete-
			Completed	Nov 2014

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Initiative	ISAR Requirement	Action	Status	Completion
	individual basis. 3. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	rmine the process for assessing and responding (approve/decline) to individual accommodation plan requests • Accommodation Plans will incorporate confidentiality requirements and outline when, to whom (PM, Manulife) and what information may be shared • Educate G4S people and People Leaders and Managers on the Accessibility policies and processes and procedures for requesting individual plans • Develop change and communication plan to support awareness of process for, and availability of, individual accommodation plans in accordance with AODA		

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Initiative	ISAR Requirement	Action	Status	Completion
3.8 Return to Work Process	3.8.1 Every employer, other than an employer that is a small organization, (a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability- related accommodations in order to return to work; and (b) Shall document the process. 3.8.2 The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) Use documented individual accommodation plans, as part of the process. 3.8.3 The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute	• Liaise with Manulife or union representative to conduct a review of the current return to work process • Liaise with bargaining agents to conduct a review of the current return to work process • Update and document return to work process based on gaps and compliance requirements	**Completed**	Jan 2014
3.9 Performance Management	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	• Joint Labour Management • Training local HR representatives on policy/procedures • Policy • Tracking Tool • Collective Agreement offers flexibility	**Completed**	Dec 2015

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3.10 Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	• Review of current training and professional development materials to determine accessibility features • Ensure all future developed training and materials are developed with accessibility features in mind • Ensure promotion criteria, practices and processes take into account individual accommodation needs and plans in accordance with AODA • Track career progression of individuals with disabilities	In Progress **Completed**	Sept 2016 Dec 2015
3.11 Redeployment	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	• Review and update of current transfer and redeployment practices and processes to ensure accommodation plans are referenced • Educate hiring managers to ensure redeployment efforts/activities take into account the employee's accommodation needs	**Completed**	Jan 2014

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Closing Statements

In accordance with the AODA and with G4S's objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for G4S employees to develop to their full potential, the Multi-Year Accessibility plan is made available for public viewing and will be reviewed and updated at least every 5 years.

To learn more about G4S and the AODA, please visit www.g4s.ca

We Welcome Your Feedback: If you have any questions, or have feedback related to G4S's Multi-Year Accessibility Plan, please contact Paolo Cotugno, Senior Manager Health and Safety, 416 620-0762 ext. 2013 or paolo.cotugno@ca.g4s.com