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## Multi-Year Accessibility Plan

### Introduction

Classic Fire + Life Safety (CFLS) and group of companies are committed to providing a barrier-free environment for all stakeholders including our customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA), and its associated standards and regulations. CFLS understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone.

The Accessibility Plan outlines our achievements to date and future priorities concerning AODA standards relevant to our organization: Customer Service, Employment, and Information and Communications. (The standards for transportation and the design of public spaces are considered not applicable; however, CFLS remains committed to ensuring accessible space availability.) The plan underscores CFLS's commitment to advancing accessibility across Ontario, with a strategy designed to be adaptable across all regions where we operate. Our approach aligns with the AODA principles of Dignity, Independence, Integration, and Equal Opportunity, guiding CFLS in its efforts to fulfill accessibility objectives.

The plan is reviewed and updated at least once every five years. We provide comprehensive AODA training as well as training on the Human Rights Code as it pertains to persons with disabilities, during onboarding for all employees. We also regularly update our existing workforce on relevant AODA policies, practices, and any amendments. Detailed records are maintained of all training sessions, documenting dates, and the number of participants trained.

### Commitment

Classic Fire + Life Safety 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 Accessibility for Ontarians with Disabilities Act.

### Building the Framework for Accessibility (2021-2024)

Ongoing Initiatives to date, relative to the AODA standards around Customer Service, Employment, and Information & Communications.

#### A. Customer Service

CFLS is dedicated to respecting the dignity and independence of all individuals. We uphold principles of integration and equal opportunity. Our commitment includes promptly addressing the requirements of individuals with disabilities by identifying, preventing, and eliminating barriers to accessibility. In alignment with the AODA, CFLS has implemented the following measures to establish and adhere to Customer Service standards:

- Development of customer service expectations and practices that underscore our commitment to accessibility and compliance with AODA standards.
- Provide accessibility training to employees who engage directly with customers, to enhance awareness of various disabilities and effective communication and interaction techniques.
- Implementation of accessible feedback processes, offering multimedia and multi-channel options (e.g., phone, email) for customers to provide feedback on accessibility.
- Clear communication of our accessibility policies to customers through various channels, including websites and informational materials.

## B. Employment

At CFLS, we are dedicated to promoting diversity, equity, and inclusion (DEI) in the workplace by providing an atmosphere free from barriers where no one is denied opportunities for reasons unrelated to their abilities. We celebrate and welcome the diversity of all employees, stakeholders, and external personnel. To establish and adhere to employment standards aligned with the AODA, the company has undertaken the following initiatives:

- Developed an accessible recruitment process that includes offering job postings in alternative formats and providing accommodations for candidates with disabilities during interviews.
- Communicate the AODA policy outlining the procedures for requesting and providing reasonable accommodations for employees with disabilities.
- Employees will receive updated information regarding any changes to existing policies.
- Employees will be assured that their dignity and privacy will be respected, and that details about their accommodation needs will not be disclosed without their explicit consent.
- Training is offered within the onboarding process and to be completed as soon as practicable.

### B.1. Training

As a pivotal element of our accessibility-focused employment standard, we recognize the significance of equipping our team members with the knowledge and skills necessary to embrace diversity and support colleagues with disabilities. Our commitment to AODA training initiatives underscores our dedication to fostering an environment where every individual can thrive, regardless of their abilities. This section provides further details on training initiatives outlined in the employment standards.

- Implemented employee training programs to enhance awareness about disabilities, inclusivity, and the company's adherence to AODA regulations. This includes the importance of the accessibility standard as well as awareness of various disabilities, accessibility challenges, and the importance of fostering an inclusive environment.
- Offer training for employees directly engaging with customers. This training emphasizes effective communication, accommodation of diverse needs, and familiarity with a variety of assistive devices customers may use.
- Completion of training is recorded and consists of names and completion dates.

## C. Information and Communications

Our commitment to accessibility in information and communication spans throughout all aspects of our operations. We have implemented policies to ensure that every employee, including those with disabilities, have equitable access to information, communication channels, and technology within our organization. To establish and uphold information and communication standards in alignment with the AODA, CFLS has undertaken the following initiatives:

- Developed an accessible website: our corporate websites fully comply with AODA standards.
- Established accessible communication materials: we provide communications in accessible formats upon request, such as large print or electronic formats.

## Moving Ahead – Future Steps in our Accessibility Plan

Focus Areas for 2024-2025: Implementation and Integration

### A. Customer Service

- Establishment of communication support mechanisms (e.g., assistive devices, accessible formats, multi-lingual services) available upon customer request.
- Establish procedures enabling customers to express their accessibility requirements and preferences. This data will be utilized to customize interactions and services, fostering a more personalized and inclusive experience.
- Implement relevant accessible customer service policies, training programs, and practices uniformly across all company geographical regions.
- Monitor and ensure compliance with emerging accessibility standards, particularly those impacting customer service and interaction. Incorporate updated content into customer service training and communications as necessary.
- Once people leader is trained, effectively train and support their direct reports on managing customer

### B. Employment

- Further enhance inclusive hiring practices through inclusive recruitment strategies
- Provide leadership training programs that highlight the significance of growing an inclusive workplace environment. Leaders should be prepared to cultivate a culture that appreciates diversity, advocates for equal opportunities, and incorporates accessibility considerations into decision-making.
- Develop a plan to improve the accommodation process for employees, including those returning to work following a disability-related absence

### C. Information and Communications

- Conducted regular accessibility audits to evaluate the accessibility of our workplace environment, encompassing physical spaces, digital platforms, and other areas impacting employees.
- Continue to evaluate CFLS' website content and ensure that it meets accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for use by all.



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## For More Information

For more information on this accessibility plan, please contact us at [aoda@classicfls.com](mailto:aoda@classicfls.com).

Our accessibility plan is publicly posted on our website, [classicfls.com](http://classicfls.com).

Standard and accessible formats of this document are free upon request from [aoda@classicfls.com](mailto:aoda@classicfls.com).