



ASP Multi Year Accessibility Plan

Version 1.1

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1 Introduction

1.1 Purpose

Since 2000, we have been providing strategic security services to airports, transportation hubs, public facilities, and commercial/residential properties. ASP has over 1,200 security guards and customer service representatives delivering premium services to CLASS A facilities in Ontario. ASP strives to meet the needs of its employees and clients with disabilities and is working hard to remove the prevent barriers to accessibility.

To meet this commitment, ASP has established a multi-year accessibility plan that is reviewed and updated at least every five years, and which outlines the policies and actions that we have taken and our continuing commitment to improve opportunities and ensure our services are accessible for people with disabilities.

1.2 Statement of Commitment

ASP is committed to ensuring that all individuals, including those with disabilities, have equal access to our services, facilities, and employment opportunities. As part of this commitment, we are dedicated to meeting the needs of persons with disabilities, and to working towards and maintaining full compliance with the standards under the Accessibility for Ontarians with Disabilities Act (AODA). In doing so, ASP is affirming its commitment to providing a high quality of service in a manner that respects the needs and independence of persons with disabilities. Our dedicated Diversity, Equity, Inclusion Committee ensures we advocate for equity and encourage positive change within our employee base, and the external community.

1.3 References

Applicable policies, procedures and guidelines include:

- [Accessibility for Ontarians Act](#)



2 Providing Support to People with Disabilities

2.1 Communications

ASP is committed to providing accessible customer service and content and to meeting the communication needs of people with disabilities. We provide training to our employees in ways to communicate with our customers to meet their information and communication needs and will consult with people with disabilities to determine their specific needs. ASP also offers additional, optional courses with respect to diversity, removing barriers and accommodation to its employees.

Upon request, we make publicly available information available in different formats. We are in the process of making necessary changes to our website content and it is up to date and conforms to WCAG 2.0, Level AA. We will review new content and ensure it is up to date with the guidelines and make any necessary amendments as part of our Multi Year Accessibility Plan.

2.2 Training

We provide accessibility training to all employees, contractors and others, including anyone involved in developing our policies. This training includes the requirements of the AODA and ways of communicating with people with various types of disabilities. New employees and contractors complete the training within the first 30 days of employment, placement or start of contract.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- A.S.P. Incorporated's accessible customer service plan
- 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 visual aids on the A.S.P. Incorporated website
- What to do if a person with a disability is having difficulty in accessing A.S.P. Incorporated's services

Employees will also be trained when changes are made to our accessible customer service plan.



2.3 Recruitment and Employment

ASP is committed to fair and accessible employment practices. We provide an accessible candidate experience, which is specified in our job postings, and offer accommodations and adjustments during the recruitment and assessment processes and when people are hired, upon request. ASP works to facilitate needed accommodation of its employees and supports return to work plans for employees that have been absent due to a disability.

3 Feedback Process

ASP is open to feedback on the way we provide services to people with disabilities are welcome to contact us:

Website: <http://security-asp.com/contact.aspx>

In Person: Ask for Supervisor on Duty | Phone: 905-333-4242

4 Plan Owner and Contact Information

The ASP HR department is the authoritative source for defining and updating the Accessible Customer Service Policy. The ASP HR team will annually review the policy with the Diversity and Inclusion Committee and relevant stakeholders to determine whether modifications to this policy is necessary.

- For more information on this accessibility plan, please contact.

Ms. Sarah Northrup – Director Human Resources

ASP Security Services

1450 Appleby Line, Suite 200

Burlington, ON L7L 6V1

snorthrup@security-asp.com

P: 905-333-4242

- For Standard and Accessible formats of this document (available free on request) , please contact

Ms. Neeru Panjwani – Senior Manager Human Resources

ASP Security Services



1450 Appleby Line, Suite 200

Burlington, ON L7L 6V1

npaniwani@security-asp.com

P: 905-333-4242

