



# ACCESSIBILITY REPORT AND MULTI-YEAR PLAN (2020-2023)

## Message from the CEO

Northern Force Security Inc. is committed to providing an inclusive and barrier-free environment for all employees, clients, and visitors. Between 2020 and 2023, our organization made significant progress toward improving accessibility across every area of our operations — from communication and hiring practices to customer service and workplace safety.

This Accessibility Report and Multi-Year Plan outlines both the accomplishments achieved from 2020 to 2023 and the ongoing strategies and actions Northern Force Security will continue implementing through 2024 and beyond. Our goal is to maintain full compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and ensure equal opportunity for all.

The plan will be reviewed and updated at least once every five years. Accessibility training continues to be provided to all employees as soon as practicable after hire, with detailed records maintained.

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## Section 1. Past Achievements to Remove and Prevent Barriers (2020–2023)

### Customer Service

- Implemented customer-service accessibility training for all employees, emphasizing respectful communication and service delivery to persons with disabilities.
- Enhanced communication procedures to ensure information is provided in formats suitable for persons with disabilities.
- Introduced an accessibility feedback process through phone, email, and in-person submissions at 38 West Pearce St, Richmond Hill, ON L4B 3A8.
- Maintained a log of feedback received and actions taken to correct or prevent accessibility barriers.
- Strengthened service delivery procedures to ensure clients and visitors with disabilities receive timely assistance and accommodations.



## Information and Communications

- Implemented BrightHR as an HR and people management system to centralize communication, provide document access, and share policies in accessible formats.
- Used Time Express for digital scheduling and workforce management, allowing remote access, simplified text layouts, and mobile accessibility for staff.
- Conducted a review of company communications to align with **WCAG 2.0 Level AA** standards.
- Made employee handbooks, policies, and training materials available in electronic formats upon request.
- Improved internal communication clarity using plain language, high contrast visuals, and consistent formatting for important updates.

## Employment

- Reviewed all recruitment and job posting templates to include accessibility and accommodation statements.
- Provided interview accommodations upon request, such as remote interviews and alternative formats for assessments.
- Created individualized accommodation and emergency response plans for employees requiring specific supports.
- Integrated BrightHR to track training completion, attendance, and accommodation requests securely.
- Offered flexible work arrangements and modified duties where accessibility barriers were identified.

## Procurement

- Established a procurement process that includes accessibility considerations when purchasing new goods, services, or technologies.
- Partnered with suppliers offering ergonomic and accessible products, such as adjustable desks, ergonomic chairs, and screen magnifiers.
- Prioritized purchasing digital tools compatible with screen readers and other assistive technologies.
- Documented all accessibility-related procurement decisions for accountability and improvement tracking.

## Self-Service Kiosks

- No self-service kiosks were in use during this period; however, the company reviewed AODA requirements for accessible kiosks to prepare for future technology integration.

## Training



- Provided mandatory AODA and Ontario Human Rights Code training for all new hires and existing employees.
- Used BrightHR to track completion of accessibility training modules and ensure ongoing compliance.
- Offered refresher sessions as needed and provided all training materials in accessible digital formats upon request.
- Encouraged employees to share feedback about training accessibility and incorporated suggestions into improvements.

## **Design of Public Spaces**

- Operated from a rented second-floor office at 64 Jardin Drive, Concord, ON, without elevator access.
- Provided virtual meeting and interview options for individuals unable to access the office.
- Reported accessibility concerns (e.g., lighting, signage) to building management and followed up on maintenance.
- Updated emergency evacuation procedures to include accommodations for employees with disabilities.

## **Transportation**

- Operated company vehicles for patrol and supervision only.
- Implemented alternative transportation options for employees unable to access or operate company vehicles.
- Ensured vehicle procedures included safety protocols for entry, exit, and use by all staff.
- Included accessibility awareness in driver and supervisor training.



## Section 2. Strategies and Actions (2024–2026 Transition Plan)

### Customer Service

- Continue delivering accessibility training for all employees and refresh it every two years.
- Introduce an online feedback form for accessibility-related comments or suggestions.
- Track and analyze feedback trends to identify recurring issues and develop solutions.
- Review customer service policies annually to ensure compliance with AODA updates.

### Information and Communications

- Transition from BrightHR and Time Express to ADP Workforce Now, offering enhanced accessibility, digital forms, and integrated communications.
- Conduct semi-annual audits of all online and printed materials for accessibility compliance.
- Maintain website compliance with WCAG 2.1 Level AA standards.
- Develop internal communication templates focused on plain language and readability.

### Employment

- Conduct annual reviews of hiring, onboarding, and training processes for accessibility improvements.
- Create standardized accommodation request and feedback forms for employees.
- Continue developing individualized accommodation plans and emergency procedures.
- Train managers and HR personnel on accessibility and inclusive workplace practices.
- Include accessibility considerations in all performance management and career development discussions.

### Procurement

- Develop an Accessibility Procurement Policy to ensure accessibility is included in all purchasing decisions.
- Require suppliers to demonstrate accessibility compliance where applicable.
- Maintain accessibility documentation for all procurement decisions.
- Conduct annual reviews of suppliers and vendors for accessibility alignment.

### Self-Service Kiosks

- Assess future technology opportunities for accessible kiosks or digital check-in systems.
- Consult accessibility guidelines before implementing any kiosk system.
- Train staff to assist clients or employees using any new self-service tools.



## Training

- Continue delivering AODA and Ontario Human Rights Code training to all employees.
- Provide additional training modules for managers on the accommodation process and inclusive leadership.
- Update accessibility training materials annually to reflect legislation and best practices.
- Record training participation and monitor completion through ADP Workforce Now.

## Design of Public Spaces

- Continue offering virtual and off-site meetings for individuals unable to access the office.
- Work with property management to identify and advocate for accessibility improvements in shared spaces.
- Ensure any future office move or lease renewal includes accessibility evaluation as a key criterion.
- Review and update emergency procedures annually for accessibility compliance.

## Transportation

- Review accessibility of company vehicles annually.
- Provide alternate work arrangements for employees requiring transportation accommodations.
- Include accessibility criteria in future vehicle acquisitions or leases.
- Encourage employees to share feedback regarding transportation accessibility and address barriers promptly.

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## For More Information

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