

ACCESSIBILITY POLICY AND MULTI-YEAR PLAN

Background Screening Services

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1 OBJECTIVE

The Accessibility Plan outlines the policies and procedures put in place by Mintz Global Screening (MGS) to identify and remove barriers to improve accessibility for people with disabilities, and to enable compliance with the requirements of the Accessibility for Ontarians with Disabilities Act ("AODA"). MGS is committed to providing workplaces that are professional and respectful of the dignity of all individuals. Each employee must respect the diversity of other employees, customers, stakeholders, third parties and all those with whom they interact. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will achieve this goal by being aware of accessibility barriers and removing them through compliance with AODA accessibility requirements.

2 DECLARATION OF COMMITMENT

Mintz Global Screening takes great pride in its commitment to diversity and inclusion, and in the fact that it is both a service provider and an employer of choice. MGS aims to provide a welcoming, safe and accessible environment for its customers, members and everyone with whom it does business. To this end, it is committed to removing barriers that may impede people with disabilities, and to offering its services in a way that respects the autonomy and dignity of all, and promotes equal opportunity and integration.

Mintz Global Screening is committed to creating an environment where :

- everyone is treated with dignity and respect, regardless of disability or ability ;
- everyone enjoys a barrier-free working environment and full and equal participation in Mintz Global Screening's work and activities, regardless of disability or ability.

The key to a successful multi-year accessibility plan is commitment, collaboration, and adaptability. Regularly review and adjust the plan as needed to meet evolving needs and requirements.

3 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The AODA's multi-year accessibility plan describes the policies, achievements and actions Mintz Global Screening has taken, as well as the work underway to improve opportunities for people with disabilities.

The current plan covers a five-year period (in French we've put 2019-2024), to align with our strategic plan.

4 INFORMATION AND COMMUNICATION

Employees, agents, temporary employees and subcontractors, when communicating with people with disabilities, shall take into account the disabilities of the person with whom they are communicating. Employees, agents, temporary employees and subcontractors shall take into consideration the impact of the individual's disability on the way they express, receive and process communications, and shall consult with persons with disabilities to define their information and communication needs.

5 ACCESSIBILITY PLAN

Customer service

To ensure excellence in customer service, Mintz Global Screening is committed to providing an environment in which everyone has access to its professional services. To this end, it is committed to complying with the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"), as outlined below:

Policy

The adopted accessibility policy is available upon request. Mintz Global Screening regularly revises this policy, upon request, to comply with any new requirements that may be imposed by Ontario Regulation 191/11: Integrated Accessibility Standards made under the AODA.

Guidelines

Mintz Global Screening is committed to identifying and removing barriers that prevent disabled people from accessing its services. To date, it has taken the following steps to achieve this goal:

1. Allow people with disabilities to use their personal assistive devices or to be accompanied by a support person or service animal, it being understood that the disabled person must be informed that the presence of a support person may compromise the confidentiality of communications.
2. Provide functional aids where reasonable and necessary; for example, enlargement software is made available to customers.

Disruption of services

If the normal course of office business is disrupted, Mintz Global Screening will take reasonable steps to inform any disabled person likely to be affected. In particular, MGS will indicate the reasons for the disruption, its duration and the alternative services offered.

Feedback

Mintz Global Screening invites disabled people to express their views on the quality of the services they have received.

1. Mintz Global Screening invites people with disabilities to contact the Human Resources Department directly by telephone, in writing or by e-mail using the contact details on its website

Customer service documents

The accessibility policy and all related documents are available on request.

1. Mintz Global Screening strives to make these documents available to people with disabilities in a format that takes their disability into account.
2. Mintz Global Screening provides documents that take into account the needs of each individual in a timely manner and free of charge.

Accessibility plan

The multi-year accessibility plan is updated as targets are met, and reviewed at least once every five years.

6 INFORMATION AND COMMUNICATIONS

Mintz Global Screening stays on the alert for the best ways to communicate information:

Training

All Mintz Global Screening employees complete the Accessibility for Ontarians with Disabilities Act, 2005 online training upon hire. MGS keeps a record of the dates on which training was taken.

All persons who participate in the development of Mintz Global Screening policies or who provide services complete the training required by Ontario Regulation 429/07: Accessibility Standards for Customer Service, to the extent that it is relevant to their duties.

Leadership Commitment

Mintz Global Screening will ensure that senior management publicly commits to accessibility goals and actively supports implementation efforts.

Accessible Web sites and content

The accessibility policy is accessible to everyone on our website and states that reasonable efforts will be made to provide access to our services in accordance with the principles.

Accessible formats and communication supports

Mintz Global Screening is committed to provide or make available accessible formats and communication aids free of charge, to persons with disabilities who request them, to the extent possible and in a timely manner, in a manner that takes into account their disability. MGS will consult with the person making the request to determine the appropriateness of a particular accessible format or communication medium.

In addition, MGS ensures, through its website, that the general public and MGS employees are informed of the availability of accessible formats and communication aids.

Requests for accessible formats and communication supports may be addressed to the Executive Director. Upon receipt of a request, Mintz Global Screening will provide or arrange for the provision of accessible formats and communication supports to people with disabilities.

Inclusive Employment

Mintz Global Screening implements employment practices based on inclusion and accessibility that enable us to attract and retain competent employees. To this end, we consider people with disabilities, both at the recruitment stage and throughout their employment with the company.

Mintz Global Screening is therefore committed to recruiting, developing and retaining high-performing employees with diverse backgrounds and perspectives, including people with visible and invisible disabilities.

Individualized information on workplace emergency response

As soon as Mintz Global Screening learns that a disabled employee has special needs, we work with him or her to develop a personalized emergency response plan.

1. With the employee's consent, Mintz Global Screening communicates this information to persons in charge of emergency measures who may be involved.
2. Mintz Global Screening reviews individualized emergency response plans when the employee moves to a new location within the company, when the employee's general accommodation needs and plans are reviewed, and/or when Mintz Global Screening revises its general emergency response policies.

Recruitment, assessment and selection

As part of its recruitment activities, Mintz Global Screening informs potential candidates that it offers accommodations for people with disabilities. MGS offers accommodations that take into account the accessibility needs of the requesting candidate.

Providing information on employee assistance

Mintz Global Screening informs all current and new employees of policies that provide assistance or support to disabled employees. He also informs them of any changes made to the accommodations provided for in these policies to ensure accessibility.

Accessible formats and communication aids for employees

Mintz Global Screening informs employees that accessible formats and communication aids are available for the information they need to do their jobs, as well as for information that is generally available to employees in the workplace.

Documented individual adaptation plans

Mintz Global Screening is committed to establishing and implementing a written procedure for the development of individualized, documented accommodation plans for disabled employees.

1. Individualized Accommodation Plans are a formal record of MGS's accommodations of disabled employees in the workplace.
2. Individual Accommodation Plans are living documents that MGS will review and modify as necessary to keep them current.
3. Employees who have requested an individualized accommodation plan will be invited to cooperate in the development of the plan.

Return-to-work process

Mintz Global Screening has developed and implemented a return-to-work process for employees who are absent due to a disability and require accommodation on their return; the process defines the measures that will be taken to facilitate the employee's return to work.

Continuous improvement, compliance and accountability

Mintz Global Screening fosters a culture of continuous improvement by regularly reviewing and updating accessibility policies, practices and procedures. Encourages innovation in accessibility solutions and keeps abreast of emerging technologies and best practices.

Mintz Global Screening is committed to ensuring compliance with relevant accessibility legislation, standards and regulations.

Mintz Global Screening is committed to holding individuals and departments accountable for achieving accessibility goals and resolving identified gaps or problems.

7 FOR FURTHER INFORMATION

- For further information on this accessibility plan, please contact Daniel Fallows, Executive Director, dfallows@mintzglobal.com.
- Our accessibility plan is publicly available on our website: <https://www.mintzglobalscreening.com/>
- Standard and accessible formats of this document are available free of charge on request from Daniel Fallows, Executive Director, dfallows@mintzglobal.com.

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