

# AODA COMPLIANCE STATEMENT & MULTI-YEAR ACCESSIBILITY 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 (Mintz) 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"). Mintz 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. STATEMENT OF COMMITMENT

Mintz 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. Mintz 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 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'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 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 2024-2029), to align with our strategic plan.

## 4. ADAPTED INFORMATION AND COMMUNICATION PRACTICES

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 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 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 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 will take reasonable steps to inform any disabled person likely to be affected. In particular, Mintz will indicate the reasons for the disruption, its duration and the alternative services offered.

### FEEDBACK

Mintz encourages individuals with disabilities to share their feedback on the quality of services they have received. Feedback can be submitted directly to the Human Resources department by phone, in writing, or by email, whichever method is most convenient. All feedback is considered to continuously improve our accessibility practices and services. For more information, please refer to the contact details listed in **point 7**.

## **CUSTOMER SERVICE DOCUMENTS**

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

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

## **REVIEW AND PUBLICATION**

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

## **6. ACCESSIBILITY, EMPLOYMENT AND COMMUNICATION STANDARDS**

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

### **TRAINING**

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

All persons who participate in the development of Mintz 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 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 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. Mintz will consult with the person making the request to determine the appropriateness of a particular accessible format or communication medium.

In addition, Mintz ensures, through its website, that the general public and Mintz 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 will provide or arrange for the provision of accessible formats and communication supports to people with disabilities.

## **INCLUSIVE EMPLOYMENT**

Mintz 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 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 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 communicates this information to persons in charge of emergency measures who may be involved.
2. Mintz 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 revises its general emergency response policies.

## **RECRUITMENT, ASSESSMENT AND SELECTION**

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

## **PROVIDING INFORMATION ON EMPLOYEE ASSISTANCE**

Mintz 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 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 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 Mintz's accommodations of disabled employees in the workplace.
2. Individual Accommodation Plans are living documents that Mintz 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 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 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 is committed to ensuring compliance with relevant accessibility legislation, standards and regulations.

Mintz 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](mailto: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](mailto:dfallows@mintzglobal.com).