



A.P.I. Alarm Inc.
700-5775 Yonge Street
Toronto, Ontario
M2M 4J1

Tel: 416-661-5566 / 1-800-897-1039
Fax: 905-738-1416 / 1-866-277-4086
Website: www.apialarm.com

Ontario Accessibility Policy and Multi-Year Plan

Compliance requirement for AODA's
Integrated Accessibility Standards
Regulation (IASR)

December 12, 2023



A.P.I. Alarm Inc.
700-5775 Yonge Street
Toronto, Ontario
M2M 4J1

Tel: 416-661-5566 / 1-800-897-1039
Fax: 905-738-1416 / 1-866-277-4086
Website: www.apialarm.com

1. POLICY

1.01 a.p.i. Alarm Inc. is unwavering in its commitment to accessibility, ensuring that employment and services are designed and implemented to be inclusive, empowering everyone to engage seamlessly and equitably, regardless of individual abilities or challenges.

1.02 a.p.i. Alarm Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent.

2. PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to state that a.p.i. Alarm Inc. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. a.p.i. Alarm Inc's commitment to preventing and/or removing barriers to people with disabilities, to accommodate persons with disabilities to the point of undue hardship and to establish a process by which persons with disabilities may request accommodation.

3. SCOPE

3.01 This policy applies to all locations in Ontario.

4. RESPONSIBILITY

4.01 Each manager is responsible for ensuring the principles outlined in this Statement of Policy and Procedure are adhered to throughout all business activities for which he or she is responsible.

5. DEFINITIONS

5.01 Disability

a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual



A.P.I. Alarm Inc.
700-5775 Yonge Street
Toronto, Ontario
M2M 4J1

Tel: 416-661-5566 / 1-800-897-1039
Fax: 905-738-1416 / 1-866-277-4086
Website: www.apialarm.com

impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.

- b) A condition of mental impairment or a developmental disability.
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder.
- e) An injury for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

6. PROCEDURE

6.01 Customer Service

a.p.i. Alarm Inc. is committed to providing accessible customer service to people with disabilities. This means we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. All employees go through training for working with people with various disabilities. This training will happen as part of employee onboarding, as needed to address deficiencies and as needs dictate. Managers will monitor service standards and will proactively address any deficiencies or training needs.

6.02 All employees will be provided with adequate training with respect to the *Human Rights Code (Ontario)*, the *Accessibility for Ontarians with Disabilities Act, 2005* and the accessibility standards required there under.

6.03 Information and Communications

a.p.i. Alarm Inc. is committed to making our information and communications accessible to people with disabilities.

6.04 To enhance accessibility, a.p.i. Alarm Inc. prioritizes practices such as implementing alt text for images, utilizing clear and simple language, and ensuring compatibility with assistive technologies. We regularly seek user feedback and conduct accessibility reviews to continually refine and improve the inclusiveness of how we communicate. Accessible formats of policies and other documents are available upon request.

6.05 Employment

a.p.i. Alarm Inc. is committed to fair and accessible employment practices.

Training

6.06 a.p.i. Alarm Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.