



## Unilock Multi-Year Accessibility Plan

Unilock is committed to excellence in serving all our customers and to providing access to our products in a way that respects the dignity and independence of people with disabilities. Unilock strives to give customers with disabilities the opportunity to access our products in the same place and in a similar manner as other customers.

This Multi Year Accessibility Plan, outlines Unilock's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Integrated Accessibility Standards Regulations (IASR). Unilock will drive accessibility within the organization to ensure the organization meets or exceeds compliance as legislated by the AODA

In accordance with the requirements set out in the IASR we will:

- Post the multi year accessibility plan on our website.
- Provide the plan in an accessible format upon request.
- Review and update the accessibility plan at least once every five years.

### ACCESSIBILITY POLICY

The policy was developed and approved and posted at each location and company website.

#### Action Plan:

- continue to review the AODA policy on a regular basis to ensure it is up to date and all AODA requirements are integrated.
- Make the AODA policy available in an accessible format to customers requesting a copy of the policy.

### DESIGN OF PUBLIC SPACES

All Unilock facilities meet the minimum guidelines as detailed in the Barrier-Free Design of the Ontario Building Code and in the IASR

#### Action Plan:

- Continue to improve accessibility of design of public spaces by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.



## TRAINING

Unilock is committed to providing appropriate AODA training to all employees who provide goods, services or facilities to customers on Unilock's behalf.

- All employees have taken the required AODA training.
- AODA training has been added to the On-Boarding / Orientation process.
- Mandatory training continues to be provided to all new employees.

### Action Plan:

- We will monitor for any changes to the legislation and update training as required.

## COMMUNICAITON

Unilock is committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public. We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible, and they meet the needs of persons with disabilities.

- Implemented our accessible customer service feedback process.

### Action Plan:

- Develop guidelines and best practices for creating accessible documents.
- Continue to improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.

## RECRUITMENT

All job postings include the statement "Unilock is committed to accessibility, diversity, and equal opportunity. Request for accommodation can be made at any stage of the recruitment process and during employment by contacting our Human Resources Department".

- Accommodation is available upon request for applicants during all stages of the recruitment process.
- Once hired employees are made aware of our Accessibility Policy and training is provided.

**Action Plan:**

- Continue addressing barriers to recruitment.
- Continue to accommodate employees.

**COMMITMENTS**

Unilock will continue to work in identifying and removing accessibility barriers and creating an inclusive and equitable environment.

**CONTACT**

For general inquiries, feedback or to request an alternate format of this plan, please contact:

Human Resources  
416-646-9000  
[hr.ontario@unilock.com](mailto:hr.ontario@unilock.com)