



# Multi-Year Accessibility Plan

## 2025 to 2030

Magnum Protective Services Limited strives to meet the needs of its employees and clients with disabilities and is working hard to remove and prevent barriers to accessibility.

Magnum Protective Services Limited is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. 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 participate 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 ongoing training in respect of any changes to our policies and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

We maintain records of the training provided, including the dates on which the training was provided and the names and number of individuals to whom it was provided.

## **Section 1: Past Achievements to Remove and Prevent Barriers**

In this section, we have highlighted specific projects and programs our firm has implemented to improve accessibility for people with disabilities in order to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*.

### **Customer Service**

Magnum Protective Services Limited has remained in compliance with the AODA Customer Service Standards, on how client feedback is submitted, actions to address the feedback received and actions our firm takes to identify/address potential barriers that may prevent people from giving feedback.

### **Information and Communications**

Magnum Protective Services Limited provides classroom and one-on-one guidance during all of its training and employee orientation sessions. We also offer flexible methods in providing information both verbally, in writing and online.

### **Employment**

Magnum Protective Services Limited is an equal opportunity employer and offers flexibility and accommodation to employees and employment applicants with special needs within the context of our available roster of job assignments.

## **Training**

Magnum Protective Services Limited offers orientation and ongoing training to all our employees in health, safety and security. Specific training and orientation subject matter provided to all employees include the Accessibility for Ontarians with Disabilities Act (AODA), Workplace Violence & Harassment, Workplace Hazardous Materials Information System (WHMIS) and Worker Health & Safety Awareness.

## **Section 2. Strategies and Actions**

The following programs are part of our firm's ongoing plans to accomplish and meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, and to remove and prevent barriers to people with disabilities.

### **Customer Service**

Magnum Protective Services Limited is committed to providing accessible customer service to people with disabilities on an ongoing basis. This means we will provide services to people with disabilities with the same high quality and timeliness as others.

Our activities in meeting this commitment involve ongoing training for all employees in the Accessibility for Ontarians with Disabilities Act (AODA) with emphasis on flexible service delivery to those with disabilities.

## **Information and Communications**

Magnum Protective Services Limited is committed to making our information and communications accessible to people with disabilities through the use of high definition graphics on all printed materials and online, and by offering accommodation in the form of one-on-one training and orientation for employees.

## **Employment**

Magnum Protective Services Limited is committed to fair and accessible employment practices. We are an equal opportunity employer and offer flexibility and accommodation to employees and employment applicants with special needs within the context of our available roster of job assignments.

## **Training**

Magnum Protective Services Limited is committed to providing training that meets or supersedes the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to all people with disabilities.

## **For More Information**

For further information on this accessibility plan, please contact us at:

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1043 Bloor Street West,  
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416-591-1566

Our accessibility plan is publicly posted at:

[www.MagnumProtective.com](http://www.MagnumProtective.com)

Standard and accessible formats of this document are free on request from:

[Info@MagnumProtective.com](mailto:Info@MagnumProtective.com)

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