

Multi-Year Accessibility Plan

Message from the CEO

As the President & CEO of Scandinavian Building Services, I am proud to announce the launch of our multi-year accessibility plan. This initiative is more than a commitment; it's a reflection of our core values and an integral part of our mission to foster an inclusive environment for all our stakeholders, including employees, customers, and partners.

In the past, we have taken steps to ensure our workplace and services are accessible, but we recognize that true accessibility requires ongoing effort and dedication. Our new plan outlines a comprehensive approach to enhancing accessibility across all aspects of our operations, from the physical design of our offices to the digital accessibility of our products and services.

Looking Ahead

Implementing our multi-year accessibility plan is a priority for Scandinavian Building Services, and we are dedicated to making significant progress in the short term while setting goals for the future. We understand that accessibility is an ongoing journey, not a destination, and we are committed to making continuous improvements.

I am personally invested in this initiative and will ensure that accessibility remains a top priority at all levels of our organization. Together, we can create a more inclusive world that values and respects the abilities of all individuals.

Thank you for your support and commitment to making Scandinavian Building Services a leader in accessibility.

Russell Hay
President & CEO

Scandinavian Building Services Ltd. strives to meet the needs of its team members and clients with disabilities and is working diligently to remove and prevent barriers to accessibility.

Scandinavian Building Services Ltd. 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.

Past Achievements to Remove and Prevent Barriers

Scandinavian Building Services Ltd. has completed the following accessibility initiatives:

Information and Communications

Scandinavian Building Services provides team members with disabilities individualized emergency response information where the disability is such that the information is necessary and Scandinavian has been made aware of the need for accommodation.

Scandinavian is committed to making company information and communications accessible to persons with disabilities and will ensure that its information and communications systems are accessible and are provided, upon request, in accessible formats that meet their needs as required.

Training

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. All training is available virtually in an easy and comprehensive format. Sub-titles and closed captioning are available for all of our meetings and programs.

Training records specifying when training was done and how many team members took the training are kept and maintained on our Learning Management System (LMS). The Accessibility training record can be made available in an accessible format and/or with appropriate communication support, upon request.

Awareness is discussed with all team members on a yearly basis through our Anti-Harassment & Discrimination training sessions. This training covers topics on creating a respectful workplace through our Code of Conduct and discusses inclusion and acceptance in accordance with applicable human rights laws.

Scandinavian team members are trained on emergency evacuation procedures yearly as part of health and safety training. Fire drills are done on a semi-annual basis.

Recruitment and Employment

Scandinavian continues to take the necessary steps to prevent and remove any accessibility barriers identified.

Recruitment and most first-round interviews are conducted virtually. Our recruitment team offers accommodation to help applicants with a disability to be successful during the interview process. Once hired, team members receive one-on-one training, if necessary, in a manner that takes into account the new hire's requirements. Team members with disabilities who have advised Human Resources management will be provided with individualized workplace emergency response information as necessary

and an individual accommodation plan, following the existing procedure.

Changes to the new hire orientation facilitation and its content are also made to reflect the team member's requirements. Remote and hybrid work is available to accommodate any physical limitations should it be necessary.

We have developed a Return to Work process for team members who require accommodation when returning from leave. The process outlines the steps we take to ensure that the team member's return is seamless while using their individual accommodation plan. This can include ergonomically supportive furniture and devices that will support the team member in their return to full duties.

Scandinavian will continue its formal process for developing individual accommodation plans and return to work policies for team members due to a disability.

Procurement

Scandinavian Building Services Ltd. is committed to fair and accessible procurement practices. Currently all service requests and supply orders can be completed online.

Customer Service

Scandinavian Building Services Ltd. is committed to providing services and accessible facilities to people with disabilities with the same high quality and timeliness as others.

Scandinavian provides elevated housekeeping practices in order to ensure a clean and safe environment so that both clients and team members with a disability can circulate safely and with ease.

Any new emergency procedures, plans and public safety information made available to the public can also be made available in an accessible format and/or with appropriate communication support, upon request. All reportable emergency evacuations will continue to be reviewed by the appropriate departments for potential improvements to procedures.

Information and Communications

Scandinavian Building Services will continue to communicate with people with disabilities in ways that take into account their barrier or barriers they face where accessible legislations apply, to train our team members on how to interact and communicate correctly with all who may be facing barriers due to a disability.

All feedback gathered and received from team members is analyzed and forwarded to the appropriate department and will be reviewed for potential improvements. Team members can expect to hear back within 2 business days, unless otherwise indicated.

We have internal developers who regularly monitor and test our website for compliance and improvements, identify usability issues and discover new solutions to further improve accessibility to our site.

Design of Public Spaces

Scandinavian Building Services Ltd. will meet accessibility laws when building or making major changes to public spaces. Our waiting areas are not fixed and can be adjusted for accessibility, and we will consider barriers to accessibility when considering any redevelopments. The current Ontario office has workspace on the main floor should it be necessary to accommodate any physical limitations.

Scandinavian has procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a disruption, we provide notice of the reason for the disruption, the anticipated duration of the disruption and a description of alternative facilities or services that are available.

Actions planned:

Scandinavian is resolute in its dedication to maintaining and enhancing accessibility for all individuals, aligning with the principles set forth by the AODA. This commitment extends to ongoing efforts to identify and address emerging accessibility challenges, ensuring a continually inclusive environment.

- Monitor and review accessibility procedures and update as required
- Conduct a regular review of the Multi-Year Accessibility Plan to ensure compliance
- Develop and deliver appropriate training content.
- Maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.
- Utilize transcription software

In order to ensure all of our internet websites, we are continually working to improve our digital assets and aim for all our digital properties to be WCAG 2.0 AA compliant.

For more information on this accessibility plan, please contact:

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

hr@scandibldg.com