

GENERAL

GardaWorld Cash Services Canada Corporation and Garda Cash-in Transit Limited Partnership (hereinafter “**GardaWorld**”) is committed to contributing to the goal of an accessible and barrier-free Canada.

The *Accessible Canada Act* and the *Accessible Canada Regulations* establish a legal framework for making progress on accessibility and focus on the identification, removal and prevention of barriers to accessibility in the seven (7) key areas of the workplace, which are detailed in the [GardaWorld - Accessibility Plan](#) (the “**Plan**”).

Through the development of the Plan, GardaWorld aims to put forward proactive measures to identify and remove barriers to accessibility in the workplace, while preventing the creation of new barriers.

The Plan covers a three-year period (2023 to 2026) to enable GardaWorld sufficient time to align itself with an achievable strategic plan and in accordance with legislative requirements.

Over the 2023-2025 period, GardaWorld has continued to work on deploying the Plan and achieving its objectives.

To date, GardaWorld has not received any complaints or feedback directly or anonymously through the Ethics hotline, phone or email contact regarding our Accessibility plan.

Contact

There are three ways that individuals can provide feedback on accessibility to GardaWorld:

- **Telephone**
Feedback can be provided by calling (800) 461-9330 or 1-800-235-6302
- **GardaWorld Ethics Hotline**
<https://www.garda.com/ethicshotline>
This link to a confidential and secure third-party site where individuals can complete an online report on accessibility and this Plan.
This link allows individuals to provide feedback on an anonymous basis, if desired.
- **Mail**
Feedback can be provided by sending a letter by mail addressed to Geneviève Lamarre at the following address:
2300 Emile Belanger Street, Montreal (QC) H4R 3J4



Acknowledgement of receipt will be included in the process and will be provided in the same manner as the feedback was received, unless a different channel or format is requested.

When feedback is provided anonymously, acknowledgement of receipt will not be issued.

Members of the public are encouraged to provide feedback on this Accessibility Plan and/or feedback process, and/or to contact GardaWorld to request alternate formats of this Accessibility Plan, feedback process, or progress reports, as desired by contacting Geneviève Lamarre, Labour and Employment Lawyer, who is the designated person to receive feedback on behalf of GardaWorld.

AREAS

Employment

GardaWorld recognizes that accessible employment practices are fundamentally sound practices that benefit businesses and the economy, as in better job retention, higher attendance, lower turnover, enhanced job performance and work quality, better safety records and a more innovative workforce.

GardaWorld immediate actions and short-term progress include the following:

- Developed a policy that specifically addresses accessibility in employment.
- Recognized and promoted the National Accessibility Week annually, to celebrate:
 - The valuable contributions and leadership of persons with disabilities in Canada;
 - The work of allies, organizations and communities that are removing barriers;
 - Ongoing efforts to become a more accessible and disability-inclusive Canada.
- Make workplace equity and inclusion training available to all employees.
- Review the recruitment process to ensure an equitable experience for all, and identify potential barriers for candidates with disabilities.
- Promote the annual International Day of Persons with Disabilities.

As part of our ongoing efforts to improve accessibility, GardaWorld also has several longer-term initiatives, including:

- Review the performance management and career development processes to consider the needs of employees with disabilities.
- Continue our recruitment watch to ensure that no barriers to employment appear in our practices. As such, we have implemented the following:

- Ensure that job postings state that people with disabilities are welcome and that GardaWorld will accommodate their needs, upon request.
- Communicate clearly during all stages of the hiring process and throughout their employment that GardaWorld will accommodate any accessibility needs our employees have.
- During performance reviews and exit interviews, encourage employees with disabilities to share their experiences with the company and provide feedback in terms of accessibility and inclusion.

The Built Environment

Recognizing and overcoming challenges is crucial to our dedication to creating inclusive and accessible built environments across our offices and buildings.

As part of our efforts, we are dedicated to enhancing accessibility during renovations of our current spaces and in the development of construction plans. To ensure ongoing accessibility, we will proactively tackle barriers through transparent communication and close collaboration with GardaWorld team members and external partners.

As part of our ongoing efforts to improve accessibility, GardaWorld also has several longer-term initiatives, including:

- Engage with experts to initiate a layout review of our branches during construction or refurbishment work and identify opportunities to improve accessibility, most notably in view of the relocation of the Montreal branch.
- Maintaining a commitment to accessibility in all office renovations and new constructions.
- Consulting on an emergency evacuation plan and prepare or revise that evacuation plan based on the specific needs of employees with disabilities, including:
 - Reviewing, preparing and providing individualized workplace emergency response information to employees with known disabilities; and
 - Ensuring that this procedure is reviewed whenever the employee changes location or as otherwise necessary.
- Gathering feedback from employees with disabilities on the challenges they face in the workplace, particularly as it relates to the built environment and establish a system, as part of the above-mentioned policy, for employees with disabilities to report workplace challenges.

Information and Communication Technologies

GardaWorld is committed to promoting and continuously improving the accessibility of its websites to facilitate consultation by all persons, with or without disabilities.

[Cash.Garda.com](https://cash.garda.com) is built on the Drupal 10 platform, which has built-in advance accessibility features based on World Wide Web Consortium (“W3C”) and Web Content Accessibility Guideline (“WCAG”) guidance, including:

- Integrated support for screen readers
- Support for aural alerts
- Controlled Tab Order
- Fully responsive front-end theming
- Text resizing enables
- Compulsory alt text for images

GardaWorld immediate actions and short-term progress include the following:

- In partnership with an external consultant, reviewing all aspects of our websites and web content for accessibility compliance.
- Dedicated a web page to accessibility.
- Continued working to improve our systems and increase availability of described video content.

As par of its ongoing efforts to improve accessibility, GardaWorld continues to pursue the following long-term initiatives:

- Continuously reviewing the websites and content to ensure that it is compatible and accessible; and
- Conducting an accessibility assessment of the websites and making them fully compatible with the WCAG 2.0 level AA.

Communication (other than Information and Communication Technologies)

Accessible communications benefit all audiences by giving clear information, direct and easy to understand. It takes into consideration the various barriers to accessing information and provides opportunities for feedback.

GardaWorld immediate actions and short-term progress include the following:

- Made and continues to make a constant effort to communicate in an accessible way for our employees, contractors, and clients.

- Implemented a simplistic version of Microsoft Teams to make its accessibility features available to employees who work with a computer.

As par of its ongoing efforts to improve accessibility, GardaWorld also has several longer-term initiatives, including:

- Making Microsoft Teams accessible to employees who do not utilize a computer but have access to a smart phone to make its accessibility features available to all employees.
- Developing document templates integrated with best practices for accessibility.
- Promoting accessibility internally.
- Continuing to add, remove and/or modify content on social media to ensure compliance and accessibility.

The Procurement of Goods, Services and Facilities

GardaWorld is committed in promoting supplier diversity and addressing accessibility barriers.

GardaWorld immediate actions and short-term progress including the following:

- The adoption of a Supplier Code of Conduct that reiterates GardaWorld's expectations of inclusiveness among its suppliers.
- Purchased specific tools to enhance accessibility (e.g., ergonomic desks, readers, extra screens, headphones, etc.).

As par of its ongoing efforts to improve accessibility, GardaWorld also has several longer-term initiatives, including:

- Listening to and being responsive to the accessibility needs of employees and suppliers.
- Identifying suppliers who meet the principles set out in the Supplier Code of Conduct.

The Design and Delivery of Programs and Services

Whether internal or external, the design and delivery of programs and services must be fully accessible, and this is GardaWorld's goal. This is why the following recurring practices were established:

- Reviewing policies on an annual basis, each is reviewed for accessibility and inclusion.

- Continuing to ensure that all documents and manuals GardaWorld produces can provide accessibility information and/or are offered in accessible formats.
- Ensuring that staff responsible for programs and services understand the concept of disability and the company's objective in this regard.

Transportation

GardaWorld has a significant armoured truck fleet in Canada. These trucks comply with the manufacturer's pre-established security requirements and meet strict and specific requirements aimed at ensuring, notably, the health and safety of employees who use them in the course of their duties. Any modification to armoured trucks needs to comply with the health and safety regulations and must be done in consultation with the GardaWorld's Health and Safety Committee, in accordance with the requirements of the position.

As part of its ongoing efforts to improve accessibility, GardaWorld is committed to continuing to assess how to make transportation more accessible to its employees with disabilities while respecting the requirements established by the manufacturer and in compliance with the employer's obligation to ensure the health and safety of its employees.

CONSULTATIONS

By relying on the guiding principle of "Nothing without us", which recognizes that persons with disabilities must be involved in the development and implementation of the accessibility strategy, and the goal of being inclusive and accessible, the consultation enabled GardaWorld to develop a more inclusive and long-term accessibility strategy.

After welcoming feedback internally and externally on the accessibility plan and working with external partners to specifically review our plan, we again surveyed our employees to obtain an update on their perception of the following elements:

- Present or perceived barriers.
- Feedback on the organization's accessibility vision, and
- Feedback on the organization's action plans for each priority accessibility area.

Our consultation activities over the past years included:

- Ongoing engagement with our employees with disabilities for feedback and suggestions about how we can improve accessibility in our recruitment and accommodation processes, employment opportunities, products and services and more. They also provided valuable feedback on our Accessibility Plan.
- A survey of all employees who identified themselves as having a disability.



- Holding one-on-one consultation sessions and interviews with employees with disabilities across Canada. This includes direct feedback on our procedures, built environments, employment and hiring practices, and general feedback.
- A national survey to update our employment equity data.

As part of its ongoing efforts to improve accessibility, GardaWorld also has several longer-term initiatives, including:

- Conduct an annual survey of employees with disabilities to measure the evolution of their experience and the results of our initiatives.

These consultations have helped us identify and comprehend the challenges and barriers faced by persons with disabilities. GardaWorld is committed to ongoing collaboration with the people covered by this plan, which have significantly enhanced the company's knowledge of accessibility.