

Senstar's Multi-Year Accessibility Plan

As part of Senstar's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers to accessibility while fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This accessibility plan will be updated at least once every five years and focuses our initiatives on the following standards:

- Customer Service
- Information & Communications
- Employment
- Design of Public Spaces

Customer Service Standards

Status: *Complete/Ongoing*

Senstar has created and put in place a customer service plan that:

- Considers a person's disabilities when communicating with them
- Allows for assistive devices in the workplace, i.e. walkers, wheelchairs, and oxygen tanks
- Allows service animals
- Welcomes support persons
- Informs customers/visitors/employees know when accessible services aren't available
- Invites customers to provide feedback

Training

Senstar has trained all employees on accessible customer service standards and created an ongoing process for all new hires to be trained within 90 days of hire as part of our onboarding process. We maintain records of all training provided.

Policy

We implemented an Accessibility Standard for Customer Service policy in 2014. As part of our ongoing strategy, this policy will be reviewed in November 2022 as provided by current legislation and updated as necessary.

Information and Communication Standards

Status: *Complete/Ongoing*

Senstar is committed to meeting the communication needs of people with disabilities, both internally and externally, by providing accessible formats and communication support upon request.

Website & Web Content

Senstar's internet website and web content conform to WCAG 2.0 Level AA. Further planned website upgrades in 2022 will be reviewed again to ensure conformity.

Feedback

Senstar believes receiving feedback from our people, applicants, customers, and the public is an important part of our commitment to accessibility. We have developed feedback processes to respond to enquiries and suggestions from all stakeholders. Details are available on our intranet for our people, as part of; our application process for applicants, our order processes, forms and customer feedback questionnaires for our customers, and our Accessibility Commitment on our website for the public. Feedback can be provided in person, by phone, post, email or any other communication technology that may be required.

Requests for accessible formats and supports can also be done via these channels and are replied to as soon as possible.

Employment Standards

Status: *Complete/Ongoing*

Senstar seeks to provide barrier-free employment practices and programs which encourage the same access to opportunities for both prospective and current employees.

Recruitment

As part of the recruiting, interviewing, and selection process, Senstar has implemented steps to inform candidates and the public about the availability of accommodation, including on our website, postings and within the interview as applicable.

Training is an ongoing and continuous process for employees responsible for recruiting, assessment, selection and onboarding to ensure accommodation awareness and advocacy.

Information and Communication Support

Senstar is committed to accommodating employees who may require accessible formats or communication support, meeting the communication needs of people with disabilities, both internally and externally, by providing accessible formats, i.e. accessible digital or large print

versions of documents and communication support, i.e. sign language or real-time captioning at meetings as needed.

Individual Accommodations

Senstar works with those employees who require individual accommodation due to a disability. Individual accommodation plans may include an individualized emergency response plan and any other accommodations that may be needed, including accessible formats and/or communication support for training, performance, or career development.

Return to Work Process

Senstar maintains a documented return to work process for its employees who have been absent from work due to a disability and require a disability-related accommodation to return to work. The return to work process outlines the steps Senstar will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Design of Public Space Standards

Senstar has no plans for new construction or significant redevelopment to which the Integrated Accessibility Standards Regulation (IASR) may be applicable. For any future plans to which this standard would apply, Senstar will comply with the appropriate required responsibilities under this standard.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.