



ServiceMaster Contract Services Multi-year Accessibility Plan, 2020-2025

Message from ServiceMaster Contract Services

For over 65 years, ServiceMaster Clean has worked to simplify and improve the quality of our customers' lives. ServiceMaster Clean has grown to become a leader in the field of janitorial, commercial and industrial cleaning. We gained our reputation by exceeding service expectations, by constantly innovating, and by listening to our customers.

ServiceMaster Contract Services is proud to be part of a family of entrepreneurial business franchises that are committed to the mission of delivering an exceptional customer experience for all.

We are also proud of our commitment to improving accessibility and inclusion by identifying, removing, and preventing barriers for people with disabilities. ServiceMaster Contract Services realizes that providing an inclusive environment in all of our operations is a shared effort. As a community, all businesses and services must work together to make accessibility happen.

As part of our commitment to increasing accessibility in our organization, we have prepared this Multi-year Accessibility Plan that will serve as a roadmap for management and employees to work towards becoming a more accessible and inclusive company.

This Plan has been reviewed by ServiceMaster Contract Services Human Resources and other staff members and approved by our senior management team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with applicable accessibility and human rights legislation and to meet our own ongoing accessibility commitments and goals.

Doug Goodrow
Owner/General Manager
ServiceMaster Contract Services

ServiceMaster Contract Services Statement of Commitment to Accessibility

ServiceMaster Contract Services is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing accessible and inclusive services for all customers, employees, job applicants, suppliers, and any guests who use our goods, services, information, or facilities. ServiceMaster Contract Services is committed to meeting the requirements of applicable accessibility and human rights legislation. We strive to incorporate the principles of dignity, independence, integration, and equality of opportunity in all of our operations.

Accessibility Policies and Procedures at ServiceMaster Contract Services

To request a copy of our Accessibility Policy, Multi-year Accessibility Plan, or Accessibility Feedback Form, email us at [Individual Franchise email address]. The Company will make every effort to provide these documents in an alternate format, upon request.

AODA Compliance Achievements

ServiceMaster Contract Services is committed to meeting all *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) compliance requirements and deadlines for a business with 50 or more employees. This includes filing AODA accessibility compliance reports by the AODA deadlines applicable to the Company.

To review the *Accessibility for Ontarians with Disabilities Act, 2005*, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>

Category	AODA Requirement	Implementation Deadline	Compliance Status as of June 2021
Customer Service Training	Provide accessible customer service training for staff to serve customers of all abilities and keep a written record of accessibility training provided	January 1, 2012	Compliant
Customer Service Feedback	Create accessible ways for people to provide feedback	January 1, 2012	Compliant
Emergency Information	Provide accessible emergency and public safety information, both to staff and, upon request, to the public	January 1, 2012	Compliant

Category	AODA Requirement	Implementation Deadline	Compliance Status as of June 2021
Transportation	Provide accessible transportation services	July 1, 2011	Not Applicable – ServiceMaster Contract Services does not provide or manage transportation services
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	January 1, 2014	Compliant – available upon request
Self-service Kiosks	Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to pay parking fees, validate tickets, or access information	January 1, 2014	Not Applicable – ServiceMaster Contract Services does not provide or manage any self-service kiosks
Training	Train all employees on accessibility requirements that apply to their job duties and on Company accessibility policies and procedures	January 1, 2015	Compliant
Feedback	Make it easy for people with disabilities to provide feedback	January 1, 2015	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	January 1, 2016	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	January 1, 2016	Compliant

Category	AODA Requirement	Implementation Deadline	Compliance Status as of June 2021
Public Information	Make public information accessible when requested	January 1, 2016	Compliant
New or Redeveloped Public Spaces	Make new or redeveloped public spaces accessible	January 1, 2017	Compliant
Accessibility Compliance Reports	File accessibility compliance reports based on stated deadlines in the AODA	December 31, 2014, 2017, and June 30, 2021	Compliant

Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within ServiceMaster Contract Services use various measures to identify, remove, and prevent accessibility barriers.

Identifying Barriers

In order to meet or exceed AODA compliance requirements, ServiceMaster Contract Services is committed to responding to employee, customer, and community feedback in identifying priorities to increase accessibility and inclusion.

Removing and Preventing Barriers

ServiceMaster Contract Services management and staff have identified the following goals and actions to remove and prevent accessibility barriers at the Company over the coming years. Key ServiceMaster Contract Services contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

Policies, Procedures, and Plans

ServiceMaster Contract Services management and staff are committed to maintaining and reviewing the ServiceMaster Contract Services accessibility policy and multi-year accessibility plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the Company to produce accurate and informative accessibility status reports and AODA compliance reports when required.

In addition, any ServiceMaster Contract Services policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that the ServiceMaster Contract Services Statement of Commitment to Accessibility is shared broadly within the Company and made available to the public	Senior Management	December 31, 2021
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and members of the public	Senior Management	December 31, 2021
Review the multi-year accessibility plan and status of accessibility goals annually	Senior Management	Annually
Update multi-year accessibility plan minimum of every five years	Senior Management	December 31, 2025
File AODA compliance reports based on stated deadlines in the AODA	Senior Management	December 31, 2023

Training

The Company is committed to ensuring that its employees receive training on the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities.

In addition, training will be provided on ServiceMaster Contract Services accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to accessibility legislation or to Company accessibility policies and procedures.

ServiceMaster Contract Services also ensures that those participating in the development or approval of Company policies confirm that they have received accessibility training similar to Company employees.

Customer Service

ServiceMaster Contract Services is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

Information and Communication

ServiceMaster Contract Services is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

Employment

ServiceMaster Contract Services is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews	Senior Management	Ongoing, with annual reviews

Built Environment or Design of Public Spaces

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers.

Communication of the Plan

The ServiceMaster Contract Services Accessibility Policy and Multi-year Accessibility Plan are available upon request by emailing helpdesk@smgoodrow.ca. The Company will make every effort to provide these documents in an alternate format, upon request.

ServiceMaster Contract Services will inform all employees about policies to support persons with disabilities. Our Accessibility Policy will be reviewed with new employees when they are hired. If we modify our Accessibility Policy, all current employees will be informed by email.

Contact Us

ServiceMaster Contract Services

T: 905-637-1411

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[Email: helpdesk@smgoodrow.ca](mailto:helpdesk@smgoodrow.ca)

<http://www.servicemaster.ca>