

Swish Maintenance Limited

Accessibility Policy and Multi-Year Accessibility Plan 2025–2030

Purpose and Scope

This document serves as both the Accessibility Policy and the Multi-Year Accessibility Plan for Swish Maintenance Limited (“Swish”), as required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its Integrated Accessibility Standards Regulation (IASR).

It outlines Swish’s long-term strategy to identify, prevent, and remove barriers to accessibility for people with disabilities. This combined policy and plan applies to:

- All employees and job applicants in Ontario
- Customers, suppliers, and visitors
- Independent contractors providing goods or services on behalf of Swish in Ontario

The Accessibility Policy and Plan will be:

- Reviewed and updated at least once every five years
- Made available to the public on our website
- Provided in accessible formats upon request

Statement of Commitment

Swish Maintenance Limited is committed to creating a diverse and inclusive environment by ensuring equal access and participation for people with disabilities. We are dedicated to treating everyone with dignity and respect, and to providing a barrier-free experience in our workplaces, services, and communications.

This commitment is embedded in our values and supported through continuous improvement, staff training, and accessible practices aligned with the AODA and the Ontario Human Rights Code.

Accessibility Standards and Actions

Under the IASR, the following accessibility standards set out the requirements that are applicable to Swish:

1. Customer Service
2. Information and Communication
3. Employment
4. Training
5. Design of Public Spaces

1. Customer Service

- Provide accessible customer service training to all employees and contractors who interact with the public or third parties.
- Welcome the use of assistive devices, service animals, and support persons.
- Ensure our feedback process is accessible to people with disabilities.
- Maintain an accessible customer service approach that respects dignity and independence.

Status: Ongoing

Reviewed: Annually

2. Information and Communication

- Provide accessible formats and communication supports upon request in a timely manner.
- Committed to maintaining WCAG 2.1 AA compliance through ongoing improvements, ensuring our website remains accessible, navigable, and usable for all users, including those using assistive technologies.
- Train content creators and developers in accessible digital communication best practices.

Status: Ongoing

Reviewed: Annually

3. Employment

- Notify employees and applicants about the availability of accommodations during recruitment and selection processes.
- Develop and maintain individual accommodation plans and return-to-work processes for employees with disabilities.
- Ensure performance management, career development, and redeployment processes consider accessibility needs.

Status: Implemented / Maintained

Reviewed: Annually

4. Training

- Provide training on the AODA and Ontario Human Rights Code to all new employees upon hire and an annual refresher to existing employees.
- Keep records of the training, including dates and names of individuals trained.

Status: Implemented / Maintained

Reviewed: Annually

5. Design of Public Spaces

- Swish commits to incorporating accessibility features when building or making significant modifications to public spaces such as:
 - Entrances and exits
 - Retail stores
 - Parking lots

- Ensure all new designs will comply with the Accessibility Standards for the Design of Public Spaces.

Status: Ongoing
Reviewed: As required

Feedback and Continuous Improvement

We welcome feedback from employees, customers, and the public. Feedback can be provided:

- In person
- By email at hr@swish.ca
- By phone: 1-855-GO-SWISH

All feedback is reviewed, documented, and addressed by Human Resources.

Availability of the Plan

This Accessibility Plan is available to the public on our website and will be provided in accessible formats upon request. It will be reviewed and updated at least once every five years.

Contact Information

Human Resources
Swish Maintenance Limited
Email: hr@swish.ca
Phone: 1-855-GO-SWISH
Website: <https://www.swish.ca>

Updated: May 15, 2025