



Rentokil Terminix Multi-Year Accessibility Plan

1. Statement of Commitment

Rentokil Terminix is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

2. Accessibility Standards

We are committed to meeting the following accessibility standards:

2.1 Customer Service

- Ensure that all employees, and volunteers are trained on accessible customer service.
- Implement policies and procedures for providing goods, services, and facilities to people with disabilities.
- Provide assistive devices, communication supports, and services to ensure accessibility.

2.2 Information and Communications

- Ensure that all publicly available information is accessible upon request.
- Make feedback processes accessible to persons with disabilities.

2.3 Employment

- Develop and implement policies and practices that support accessible employment practices.
- Ensure that recruitment, assessment, and selection processes are accessible.
- Provide individualized workplace emergency response information to employees with disabilities.
- Implement accommodation plans and return-to-work processes for employees with disabilities.

2.4 Built Environment

- Identify and remove barriers in public spaces, including entrances, exits, and parking.
- Ensure that new or redeveloped public spaces meet accessibility standards.
- Maintain accessible elements in public spaces and provide procedures for temporary disruptions.



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3. Accessibility Plan

Our multi-year plan outlines the steps we will take to comply with the AODA's standards over the next five years.

Year	Objective	Action Plan	Timeline	Responsibility
2024	Accessible Customer Service Training	Develop and deliver training for all employees and volunteers	Q1-Q2	HR Department
2024	Recruitment Accessibility	Review and update recruitment processes for accessibility	Q2	HR Department
2025	Accessible Information & Communications	Review and update all public information for accessibility	Q3	Communications Team
2025	Public Spaces	Identify and address barriers in public spaces	Q1-Q4	Facilities Management
2026	Employment Accessibility	Develop individualized accommodation and emergency response plans	Q1-Q3	HR Department
2027	Accessibility Review	Review and update the multi-year plan as required	Q4	Compliance Team

4. Review and Monitoring Process

Rentokil Terminix will review and update this multi-year accessibility plan at least once every five years. Progress will be tracked and reported to ensure that we continue to meet our accessibility goals.

5. Contact Information

For more information on this accessibility plan, or to request accessible formats of this document, please contact:

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