

Accessibility Plan for United Group Of Companies

1. Purpose

To ensure that United Group Of Companies provides accessible services, facilities, and employment opportunities to all individuals, including people with disabilities.

2. Commitment to Accessibility

United Group Of Companies is committed to:

- Treating all individuals in a way that allows them to maintain their dignity and independence.
 - Providing accessible environments for customers, employees, and partners.
 - Meeting the accessibility needs of persons with disabilities in a timely manner.
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3. Key Objectives

- Remove and prevent barriers to accessibility.
 - Comply with applicable accessibility laws and standards.
 - Train staff on accessibility awareness and inclusion.
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4. Accessibility Areas Covered

A. Physical Accessibility

- Install ramps, automatic doors, and accessible restrooms.
- Designate accessible parking spaces.

- Ensure signage is clear and easy to read.

B. Digital Accessibility

- Ensure websites and mobile apps meet WCAG 2.1 Level AA standards.
- Offer alternative formats (e.g., PDFs with screen reader compatibility).
- Implement keyboard navigation and screen reader support.

C. Customer Service Accessibility

- Train staff to interact respectfully with people who use assistive devices or service animals.
- Provide multiple ways to contact customer service (e.g., phone, email, chat).
- Ensure printed materials are available in accessible formats upon request.

D. Employment Accessibility

- Make hiring processes inclusive (e.g., accessible interview locations, online applications).
- Provide workplace accommodations as needed.
- Offer accessibility training to HR and management teams.

5. Feedback Process

United Group Of Companies welcomes feedback on accessibility. Individuals can provide feedback by:

- Email: info@ugoc.ca
- Phone: 905-678-0313
- In person at 1191 Eglinton Ave East Mississauga, Ontario L4W 0C2

All feedback will be reviewed and responded to within 10 business days

6. Training

Employees will be trained on:

- Accessibility laws and company policies.
 - Interacting with individuals with various disabilities.
 - Using accessible tools and platforms.
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7. Review and Updates

This Accessibility Plan will be reviewed annually and updated as necessary to reflect legislative changes or business developments.

Next Review Date: May 1, 2026
