



Accessibility Progress Report June 2025

Introduction

Since implementing Brink's Canada's *Accessibility Plan 2023–2025*, we have made meaningful progress toward fostering an inclusive and accessible environment for all. As we approach the scheduled update of our Accessibility Plan, we reaffirm our commitment to barrier-free access across all areas of operation.

We continue to raise awareness and implement changes across the organization to improve both physical and digital accessibility. Our commitment to accessibility remains unwavering, and through focused efforts, we will continue advancing inclusion. While there is more work to be done, the progress achieved thus far is encouraging. We are excited to build on these efforts and remain dedicated to creating an equitable and accessible environment where every individual—regardless of ability—can fully engage and thrive at Brink's.

General

Position responsible for receiving feedback submissions: Manager, Communications

How the public can contact Brink's Canada about this plan:

By mail: 95 Browns Line, Etobicoke ON, M8W 3S2

Phone: 1-800-570-2867

E-Mail: brinksncs@brinksinc.com

Public Posting Location of the plan and progress reports: [Accessibility - Brink's Canada](#)

Alternative Formats

Requests for copies of Brink's accessibility plans, progress reports, and feedback process descriptions in alternative formats may be submitted using any of the contact methods listed above. We will respond to requests as quickly as possible and are committed to the following timelines:

Print/Large Print: available within 15 days of the request.

Braille: available within 45 days of the request.



Audio (a recording of someone reading the text aloud): available within 45 days of the request.

Progress in 7 Key Areas of the Accessible Canada Act (ACT)

Employment

We continue to evaluate and refine our employment practices to ensure inclusivity throughout the employee lifecycle. We have started reviewing recruitment, retention, and advancement policies to identify and eliminate barriers.

Our Human Resources Information System (HRIS) has been configured to support self-identification and to help remove and prevent employment-related barriers throughout the hiring and onboarding processes.

Key initiatives:

- Management training on inclusion awareness
- Updated Disability Management Program
- Tools and resources provided to managers to support accommodation requests, increasing their confidence and capability in supporting employees with disabilities

Built Environment

We are actively assessing our facilities to ensure compliance with current and emerging accessibility standards. Feedback and evolving regulations guide our commitment to improving physical spaces.

Key update:

- Corporate office visitor and employee parking plan has been updated and implemented to meet accessibility compliance requirements

Information and Communication Technologies (ICT)

We are reviewing our digital platforms and tools to ensure alignment with WCAG 2.1 Level AA standards. Our goal is to make internal and external technologies fully accessible to all users, including those with disabilities.



Feedback mechanisms are in place to help identify barriers, and we remain aligned with evolving federal standards.

Communication (other than ICT)

We are developing comprehensive guidelines to integrate accessibility into all internal and external communications. Staff responsible for communications are kept up to date on accessibility standards and best practices.

Key initiatives:

- Inclusive language and accessible formats reviewed and adopted
- Field operations hardware procured and implemented to improve access to communication platforms

Procurement of Goods, Services and Facilities

Accessibility criteria have been integrated into our procurement processes to ensure that all acquired goods and services meet accessibility standards and support our commitment to inclusion.

Design and Delivery of Programs and Services

We regularly assess our programs and services for potential barriers and seek continuous improvement.

Key practices:

- Feedback from clients and employees guides improvement
- Ongoing monitoring of federal standards
- Sales process, RFPs, and client support services include proactive accessibility assessments



Transportation

Brink's armored vehicles are selected and managed to ensure safe, secure, and compliant transport of goods and staff. Accessibility considerations are integrated with regulatory and employment best practices.

Consultations

In February 2025, we invited employees to participate in accessibility committee consultations.

Engagement methods included:

- Email invitations
- Posters at each branch
- Verbal invitations during regional and branch meetings
- Targeted emails to employees who self-identified as persons with disabilities

Consultation Details:

- Pre-meeting agenda and link to the Accessibility Plan distributed
- Virtual meeting held on March 11, 2025, with representation from field operations and head office
- Discussions focused on plan progress, personal experiences, and recommendations for improvement

Feedback

Brink's maintains an open and accessible feedback process to help identify and eliminate accessibility barriers. Feedback is welcomed on this report, the *Accessibility Plan 2023–2025*, and on any barriers experienced.

Submission methods:

- Public feedback: as listed in the "General" section
- Internal feedback: submit to the Regional Human Resources Business Partner

All feedback is reviewed by the Accessibility Working Group and informs the ongoing improvement of our accessibility practices and plans.



Feedback highlights from the past year to be considered in the plan update include:

- **Employment:** Continued employee awareness efforts, including more opportunities to self-identify and enhanced management training
- **Built Environment:** Improved clarity and function of accessible doors, including automatic open/close features and timing standards