

## Canada Policy

# Accessibility for Persons with Disabilities

All policies/supplements are subject to local laws where the Company operates. These policies/supplements are subject to change without prior notification.

<b>Applies to:</b>	All employees in Canada in all career tracks		
<b>Document Number:</b>	1446	<b>Effective Date of this Version:</b>	1 July 2016
<b>Policy Sponsor:</b>	Human Resources	<b>Supersedes the Version Dated:</b>	4 December 2015
		<b>Original Effective Date:</b>	7 December 2011

### NATURE OF REVISIONS

4 December 2015 – Updated for Avanaade Canada - separated policy from multiyear plan; broken link.

1 July 2016 - Incorporation of the Customer Service Standards Regulation into the IASR.

### PURPOSE OF THIS POLICY

The purpose of this policy is to state the Company's position and provide accessibility guidelines specific to Canada regarding persons with a disability. The impetus for this policy was the promulgation of the *Accessibility for Ontarians with Disabilities Act* ("AODA").

### POLICY

The Company is committed to providing an inclusive environment for all employees, contractors, vendors, clients and customers who are affected by a disability, and to treating all individuals in a way that allows them to maintain their dignity and independence, as evidenced by our *Respect in Action*, *Workplace Harassment Awareness*, and *AODA* accessibility initiatives. We believe in integration and equal opportunity. We are committed to meeting the needs of individuals 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, 2005* and its Regulations.

The term "disability" is defined under the AODA and Ontario *Human Rights Code* as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or reliance on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A *mental disorder*, or
- An injury or disability for which benefits have been claimed under a provincial workplace insurance act.

### Customer Service Standard (“CSS”) of AODA

The Company will ensure that its business practices, processes and procedures are consistent with the following principles:

- The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

All employees and other individuals providing services on the Company's behalf are expected to communicate with people with disabilities in ways that take into account their disability.

The Company will ensure that its employees are familiar with the various assistive devices the Company has on site or that it provides that may be used by clients with disabilities while accessing the Company's goods or services.

The Company welcomes people with disabilities and their service animals. Service animals are permitted on the parts of the Company's premises that are open to the public. Support persons are also welcome to accompany individuals on the Company's premises. Clients are also welcome to use assistive devices on the Company's premises. **Contact** Avanade Canada's HR department, if you require assistance with this communication, at [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com)

Employees and all other individuals (contractors, vendors, etc.) who interact with clients and/or participate in the development of the Company's policies, practices and procedures on providing goods and services, on the Company's behalf are trained on and have access to training modules regarding the CSS, including training on:

- The purposes of the AODA and the CSS requirements
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use assistive devices available on the Company's premises or otherwise provided by the Company which may help in providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing The Company's goods and services

Training will be provided to each person as soon as practicable after he or she is assigned the applicable duties, and on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. The Company will keep records of training provided, including dates and the number of people trained. Tools and assistive devices will be made available to individuals as needed. These can be found in the Supporting Documentation Section below. The Company will ensure that all other individuals who deal with members of the public or other third parties on the Company's behalf also receive training as required by the CSS. Training is provided via the company Learning Management System (LMS), which can be accessed with or without an Avanade email ID. Completion of training is recorded in the LMS tool for date of completion. Automated reminders from the LMS tool are sent to all employees and contractors assigned to Avanade Canada with outstanding training to be completed

The Company will notify the public that its policies and documents required under the CSS are available upon request. These policy and documents will be posted on Avanade Canada webpage accessible through the [Avanade Canada Region website](#). Any documents or information in a document provided to a person with a disability further to the CSS shall be given to the person in a format that takes into account the person's disability.

### Feedback Process

The Company welcomes all feedback from its clients about how it provides goods or services. Clients who wish to provide feedback or who wish to submit a **complaint can do so via email or post** to Avanade Canada's HR department at [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com) or Avanade Canada – Attn: Human Resources, 5450 Explorer Drive, Suite 200, Mississauga, ON, L4W 2N1, respectively. **Contact details can also be found under the “accessibility” section** on the Avanade Canada webpage accessible through the [Avanade Canada Region website](#). Upon receipt of feedback and complaints, the Avanade Canada HR department's AODA contact will review and assess options for a follow up course of action, on a case-by-case basis.

Response will be provided in writing (or in a format that takes into account the person's disability, upon their request) as soon as possible.

### Notice of Temporary Disruption

Purpose: The Company recognizes that people with disabilities may use particular facilities or services of Avanade Canada in order to access its goods and services and, as such, Avanade Canada is committed to providing notice of temporary disruptions in those facilities and services. The purpose of this procedure is to provide steps to be taken in connection with providing notice of such temporary disruptions.

Scope: This procedure applies to every person interaction with members of the public or other third parties on behalf of Avanade Canada, whether an employee, board member, contractor, third party or volunteer.

#### Definitions:

**Temporary disruption** – any planned or unplanned disruption in the facilities or services of Avanade Canada that are usually used by people with disabilities to access its good and services.

#### Procedure:

The Company will promptly provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available and contact information. The notice will be placed at all public entrances and service counters on our premises. Depending on the duration of the temporary disruption, Avanade Canada may also post the notice on the Avanade Canada webpage through the [Avanade Canada Region website](#). The notice will be posted with sufficient time to inform clients and customers of the temporary disruption. Depending on the type and duration of the temporary disruption, Avanade Canada may also elect to provide information about the temporary disruption on its voicemail system and/or contact any persons with disabilities known to Avanade Canada who are likely to be affected by that specific temporary disruption (e.g. those with scheduled meetings at Avanade Canada Ontario offices on the day of the temporary disruption). To obtain a copy of this “notice of temporary disruption” process outlined above, please contact the Avanade Canada HR team at [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com).

### Integrated Accessibility Standards Regulation (“IASR”) of AODA

#### Training

The Company will ensure that training is given to all employees, contractors, and volunteers, and any other third party interacting with clients or the public on Avanade’s behalf, and all persons who participate in developing the Company’s policies, on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code* as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided to include those changes. The Company shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. The Company shall ensure that others that provide goods, services or facilities on behalf of the organization have had training.

#### Information and Communication

The Company will communicate with people with disabilities in ways that take into account their disability. When asked, the Company will provide information about the Company, including public safety information, in accessible formats or with communication supports in a timely manner, taking into account the person’s disability, and at no additional cost. The Company will consult with the person making the request when determining the suitability of an accessible format or communication support.

The Company will notify the public about the availability of accessible formats and communication supports.

Where information is unconvertible, the Company will provide the person making the request with an explanation as to why it is unconvertible and a summary of the information or communication.

The Company will make its website accessible in accordance with the IASR, including by meeting WCAG 2.0 Level AA requirements by January 1, 2021.

#### Employment

The Company will notify employees, selected job applicants and the public that accommodations are available during recruitment and hiring processes. If a selected applicant requests an accommodation the Company will consult with the applicant and provide or arrange for suitable accommodation. The Company will also notify successful job applicants of the Company’s policies on accommodating employees with disabilities when making job offers. \*[Guide for recruiters and hiring managers are available through Avanade Canada’s intranet site, emailing [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com) or [careers@avanade.com](mailto:careers@avanade.com) or by calling (206) 239-5610 and let us know the nature of the request and your contact information].

Employees will be notified of policies used to support employees with disabilities as soon as practicable after they are hired and whenever there is a change to the Company’s policies on providing job accommodations. \*[For notification process, contact [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com)]

Upon request by an employee with a disability, the Company will provide or arrange for accessible formats and communication supports in respect of information needed for the employee's job and information generally available to employees in the workplace. The Company will consult with the employee in regards to the format or support to be provided.

The Company will develop individual accommodation plans for employees as needed further to its documented process on developing individual accommodation plans. Where needed, the Company will provide individualized emergency information to employees with disabilities to assist them during an emergency. This emergency information will be reviewed and updated when employees move to a different location, when accommodation needs or plans are reviewed, and when the Company's policies on emergency response are reviewed. \*[To view Avanade's AODA Accommodation process, plan and Workplace Emergency Response information sheet, contact [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com).

The Company will follow its documented return to work process to facilitate the return of employees after they have been absent due to a disability. \*[To view Avanade's AODA Return to work process, contact [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com).

The Company's performance management, career development and redeployment processes will take into account the accessibility needs of employees. \*[For assistance, refer to the Accessible Employment Handbook from <https://www.ontario.ca/AccessON> and contact [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com).

### **Design of Public Spaces**

The Company will meet the standards in the IASR when building or redeveloping public spaces, to the extent that Avanade Canada builds or redevelops public spaces, if at all.

## **SUPPORTING DOCUMENTATION**

The following document contains required training and specific information regarding policy compliance for all Avanade Canada employees, regardless if they are based in Ontario or not, and Avanade Canada contractors (including GCP, GDN and any contractor residing outside of Canada, but, working on behalf of Avanade Canada).

Customer Service Standard: Serve-Ability: Transforming Ontario's Customer Service <http://curriculum.org/sae-en/>  
IASR: 5 video training links. Download the entire module on <http://www.accessforward.ca/>

## **CONTACT INFORMATION**

For questions and feedback related to this policy, you may contact the Avanade Canada HR team to submit any questions on the "Avanade Policy" at [hrcanada@avanade.onmicrosoft.com](mailto:hrcanada@avanade.onmicrosoft.com).

## **BACKGROUND / RATIONALE**

Accessibility for Ontarian's with Disabilities Act 2005 (AODA): The AODA was made law with the purpose to identify, eliminate and prevent barriers of accessibility for peoples with disabilities. This act is composed of five standards; Customer Service, Employment, Built Environment, Information & Communication and Transportation. This policy was developed to align with the Customer Service Standard by January 2012 as required by the Act and updated to include the IASR)

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