



**Multi-Year Accessibility Plan
for Avanade Canada**

Table of Contents

Introduction to Accessibility Standards in Ontario	3
Statement of Commitment	3
Multi-Year Accessibility Plan.....	4
<i>Accomplished Initiatives</i>	4
Looking Forward: Planned Initiatives for Avanade Canada Offices in.....	6
Conclusion	7

Introduction to Accessibility Standards in Ontario

In 2005, the government of Ontario set the goal of creating a barrier-free Ontario for people with disabilities by 2025 by creating the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

To reach this goal, the Ministry of Community and Social Services (the “Ministry”) has created Regulations that set out the actions that organizations (public, private and not-for-profit) must take to meet this goal and the deadlines they must follow in doing so. The Regulations cover accessibility standards in customer service, information and communications, employment, transportation and the built environment.

Avanade Canada is committed to playing its part in helping Ontario become a more accessible province for all individuals. Our Company’s Ontario offices have already complied with the standards under Regulation 429/07 – Accessibility Standards for Customer Service – by creating internal policies, practices and procedures to ensure our members recognize the role we play in making Ontario more accessible. These initiatives included the creation of a training program for all Avanade Canada employees on the AODA and how to provide accessible services (via *Graded Learning* and later refreshed from Curriculum.org/sae-en/ and accessforward.ca). *We’ve also developed a feedback process, available on: www.avanade.com and in hard-copy form through Avanade Canada’s HR department at hrcanada@avanade.onmicrosoft.com for individuals to help us ensure that we maintain our high level of accessibility to all individuals.*

We have also taken steps and made preparations to meet the requirements under Regulation 191/11 – Integrated Accessibility Standards – which includes information, communications and employment standards. Avanade Canada has created this multi-year accessibility plan to communicate our planned initiatives ***and their intended completion dates***. We are committed to meeting these goals on or before the required dates to demonstrate our commitment to identifying and removing barriers that exist for persons with disabilities.

Statement of Commitment

Avanade Canada is committed to treating all individuals in a way that allows them to maintain their dignity and independence, as evidenced by our Respect in Action, Workplace Harrassment Awareness, and AODA Policies and 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.

Multi-Year Accessibility Plan

The multi-year accessibility plan is a tool for Avanade Canada to communicate its accessibility initiatives internally and to the public. This plan will be reviewed at minimum every 5 years and will be supplemented by annual reports that will also be available online. The attached chart outlines the planned initiatives for Avanade Canada offices for the years 2014 through 2016, and the deadlines for completion of each initiative.

Accomplished Initiatives

1. In 2011, we created our first accessibility policy to solidify Avanade Canada's commitment to building a more accessible community.
2. All of our members have been trained on the AODA standards and how to provide accessible services. New members are generally trained within 30 days.
3. Our first Annual Report was submitted to the Ministry to demonstrate our compliance with the accessibility standards.
4. We have developed a feedback procedure via our website (www.avanade.com) and in hard-copy form available through Avanade Canada HR's department at hrcanada@avanade.onmicrosoft.com so that we regularly monitor and use to develop our future goals and initiatives.
5. We have created our first multi-year accessibility plan, and developed emergency response information collection and emergency response plan templates for our employees with identified disabilities that require assistance. This information is provided in an accessible format or with communication supports, upon request, as soon as practicable]
6. We have taken steps to comply with the Integrated Standards Regulation by
 - I. Providing training on the Integrated Standards Regulation and the Human Rights Code as it pertains to persons with disabilities
 - II. Devised and communicated processes and plan templates and/or training for recruitment, hiring, career development, work information, return to work, and individual accommodation plans.]

Looking Forward: Planned Initiatives for Avanade Canada's Mississauga and Ottawa Offices

Deadline	Organizational	Information & Communication	Employment	Infrastructure	Ongoing
2014	<p>Publish multi-year accessibility plan to the <i>Avanade website</i></p> <p>Ensure Avanade Canada employees are aware of Avanade Canada's new statement of commitment to providing accessible services.</p>	<p>Review feedback procedures to ensure that we are able to provide accessible formats for all individuals.</p> <p>Investigate methods of providing accessible formats and communication supports.</p> <p>Where practicable, we will ensure that all new websites and content on those sites conforms with WCAG 2.0 Level A.</p>		<p>Communicate with our parent Company (Accenture,) whom, we rent space from for Avanade Canada's Mississauga, Explorer Dr. and Ottawa office regarding <i>AODA</i> requirements.</p> <p>Continue monitoring the Ministry's progress on upcoming accessibility standards for the built environment.</p>	<p>Provide training to all Avanade Canada employees, contractors and others who deal with the public or third parties on our behalf or who develop policies on the <i>Integrated Accessibility Standards Regulation</i> and the <i>Human Rights Code</i> as soon as practicable and on an ongoing basis in respect of any changes to policies.</p>
2015	<p>Updated training integrated into LMS will be given to all employees, contractors and those providing services on our behalf, as well as to all individuals who develop policies on the <i>Integrated Accessibility Standards Regulation</i> and the <i>Ontario Human Rights Code</i> as it pertains to persons with disabilities. Training is given based on employee duties/responsibilities.</p> <p>Keep records of dates or training and how many people trained.</p> <p>Review multi-year accessibility plan for accessibility initiatives for 2016.</p>	<p>Ensure feedback procedures are accessible by providing or arranging for the provision of accessible formats or communication supports, upon request.</p> <p>Notify the public about the availability of accessible formats and communication supports and make it known to all employees and contractors so that they can appropriately direct clients.</p>	<p>Develop and use individual accommodation plans for employees with disabilities</p> <p>Review current employee /recruitment accommodation process for 2016 requirements, and begin implementation.</p>		<p>Ensure employees and clients remain updated regarding all <i>AODA</i> developments and the impact they have on Avanade's service offerings, policies, practices and procedures.</p>

<p>2016</p>	<p>Review multi-year accessibility plan for accessibility initiatives for 2017 and beyond.</p>	<p>Begin planning for transition to WCAG 2.0 Level AA standard by 2021.</p> <p>Provide accessible formats and communication supports upon request. Provide in a timely manner, at no additional cost. Consult with person making the request. Notify the public about availability of communication supports and accessible formats.</p> <p>Where information is unconvertible, the person making a request will receive an explanation for why it is unconvertible and a summary of the information.</p>	<p>Enhance accessibility in recruitment and accommodation processes, including documenting processes for developing individual accommodation plans and returning employees to work. Ensure processes contain elements prescribed by the <i>Integrated Accessibility Standards Regulation</i>.</p> <p>Notify the public and employees about accommodations available during recruitment processes. Consult with selected applicants who request accommodation and provide suitable accommodation.</p> <p>When making offers, notify about policies on accommodation.</p> <p>Inform employees of policies to support employees with disabilities as soon as practicable after hire, and update employees as policies change.</p> <p>Provide accessible formats and communication supports for information needed to perform an employee's job and information generally available in the workplace upon request.</p> <p>Ensure performance management processes, career development and advancement and redeployment processes take into account accessibility needs of employees (including individual accommodation plans)</p>	<p>Review all policies and procedures for the Canada offices/locations</p>	<p>Establish individualized emergency information for employees with disabilities as needed and as soon as practicable. Review workplace emergency response information for employees with disabilities when they move to a different location, when accommodation plans are reviewed and when emergency policies are reviewed.</p>
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2017	File Accessibility Compliance Report by Dec. 31.			Make new or redeveloped public spaces accessible * [Strategies /initiative will be discussed with
2020	File Accessibility Compliance Report by Dec. 31.			Accenture facilities who we rent space from at all Canada
2021		All internet website and web content backdated to 2012 will conform with WCAG 2.0 Level AA.		locations.

Conclusion

This plan is available on Avanade's website (www.avanade.com) and information about its release has been communicated by internal memorandum and posted on our intranet. Avanade Canada is committed to Ontario's goal of creating a barrier-free Ontario by 2025 and will work diligently to ensure we meet our targets. If you have any feedback regarding the accessibility of our services at Avanade Canada, please visit our website and submit a feedback to Avanade Canada's HR department at hrcanada@avande.onmicrosoft.com