



# AODA MULTI-YEAR ACCESSIBILITY PLAN

Original Date: 01/01/2013

## PURPOSE

This 2014 – 23 Multi-Year Accessibility Plan outlines the initiatives, and actions that Sharp Electronics of Canada Ltd. (“SECL”) has implemented to improve accessibility and opportunities for persons with disabilities, while ensuring, that SECL is in compliance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), including the Integrated Accessibility Standards Regulations, (“IASR”).

This Plan is intended to support SECL’s ongoing commitment to identifying, preventing, and removing barriers to accessibility and to ensuring compliance with applicable accessibility legislation.

The requirements outlined in this Plan are not a substitution for, nor do they limit, obligations established under the Ontario Human Right Code, or any other applicable legislation relating to the rights of persons with disabilities.

This plan applies to all employees, volunteers, students and company representatives who deal with the public on behalf of SECL.

This Plan will be posted on our Company Website and on our Intranet Site.

## STATEMENT OF COMMITMENT

SECL is committed to developing, implementing, maintaining and continuously enhancing accessibility in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

We are dedicated to treating all persons with dignity, independence, integration, and equal opportunity. We are committed to identifying, preventing, and removing barriers to accessibility and to meeting the needs of persons with disabilities in a timely and effective manner.

## REQUIREMENTS UNDER AODA

### Accessibility Plans

Human Resources will establish, implement, maintain, monitor and periodically review SECL’s Multi-Year Accessibility Plan in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

The Multi-Year Accessibility Plan outlines SECL’s strategies, policies, and actions to identify, prevent, and remove barriers for persons with disabilities and to improve accessibility throughout the organization.

Initiatives under our Accessibly Plan and the due dates for the completion of each initiative are noted below:

<b>Initiative</b>	<b><u>Completion Date</u></b>
1. Training	January 1, 2015
2. Feedback Process	January 1, 2015
3. Accessible Formats & Communication Supports	January 1, 2016
4. Recruitment, Assessment or Selection Process	January 1, 2016
5. Notice to Successful Applicants	January 1, 2016
6. Informing Employees of Supports for Disabilities	January 1, 2016
7. Accessible Formats & Communication Supports for Employees	January 1, 2016
8. Processes to Accommodate Employees	January 1, 2016
9. Return to Work Process	January 1, 2016
10. Performance Management, Career Development, Redeployment	January 1, 2016
11. Design of Public Spaces Standards	January 1, 2017
12. Accessible Websites and Web Content	January 1, 2021
13. Accessible Websites and Web Content	June 5, 2023

SECL's Multi-Year Accessibility Plan will be reviewed and updated periodically, and as required, to reflect legislative changes, organizational developments, and ongoing accessibility improvement initiatives.

## **1. Training**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), SECL will provide accessibility training to all employees, volunteers, students and company representatives who deal with the public on behalf of SECL on the requirements of the accessibility standards under the AODA and the Ontario Human Rights Code as they relate to persons with disabilities.

Training will include:

- The requirements of the Integrated Accessibility Standards Regulation (IASR) and the Accessible Customer Service Standard.
- The rights of persons with disabilities under the Ontario Human Rights Code.

Training will be provided as soon as reasonably practicable following an individual's commencement with SECL and whenever there are changes to SECL's accessibility policies, practices, or procedures.

Refresher training may also be provided periodically to reinforce accessibility awareness and responsibilities. The Human Resources Department will maintain records of all accessibility training completed, including the names of participants and the dates on which the training was provided.

## **2. Feedback Process**

### **Feedback from the Public**

A copy of this plan shall be posted on Sharp Electronics Of Canada Ltd. website (*About Us/Legal tab*).

Customers who wish to provide feedback on the way Sharp Electronics of Canada Ltd. provides goods and services to persons with disabilities can provide feedback by contacting us at 1-800-567-4277 ext. 7260. For over the phone using a text telephone, ("TTY") dial 905-568-7112 or by visiting our website [www.Sharp.ca](http://www.Sharp.ca) or sending us an email to: [privacy@sharpsec.com](mailto:privacy@sharpsec.com). The feedback will then be forwarded to a Human Resources Representative for review.

In the event of a complaint, a Human Resources Representative along with the Manager, Corporate Projects will investigate the matter. All information will be documented and will be retained in the Human Resources Department.

An investigation will be conducted to determine the validity of the complaint. If after the investigation it's deemed that the complaint is valid, the Company will take all necessary measures to rectify the issue and implement a procedure to prevent the same complaint and or issue from reoccurring.

When a request is made to obtain information for an individual with a disability outside of the format available, SECL will make every effort to provide the information in the format that suits the needs of the individual.

### **Feedback from Employees**

Employees can provide feedback by contacting a Human Resources Representative and/or his/her supervisor directly, by phone, or by email.

### **3. Accessible Formats & Communication Supports**

SECL will ensure that accessible formats and communication supports are available for persons with disabilities in a timely manner. SECL will consult with the person making the request in determining the suitability of accessible format or communication support.

### **4. Recruitment, Assessment or Selection Process**

SECL is committed to fair and accessible employment practices. SECL will take the following steps to notify the public and staff that, when requested, SECL will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- SECL will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and assessment processes.
- If a selected applicant requests accommodation, SECL will consult with the applicant and provide suitable accommodation in a manner that considers the applicant's accessibility needs due to his/her disability.
- During the interview process, SECL will provide required accommodation based on the needs of the candidate.
- During the interview process SECL will provide information based on the requested format. If a test is required, the individual will be awarded additional time, if need be.

When an offer is made, all materials, including the offer letter, will be made available in the format requested by the individual.

When an individual with a disability is hired, the delivery of training for new hires will be tailored to the needs of the individual with the disability. This can include the format of delivery, the format of the materials and extension of time allocated to the training, as well as one-to-one versus group training.

## **5. Notice to Successful Applicants**

When making offers of employment, SECL will notify the successful applicant of its policies for accommodating employees with disabilities in a format that accommodates the individual's disability.

## **6. Informing Employees of Supports for Disabilities**

SECL will inform employees of its policies to support employees with disabilities. SECL will provide the information required to new employees as soon as practicable after they begin employment.

SECL will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to his/her disability.

## **7. Accessible Formats and Communication Supports for Employees**

Upon request, a Human Resources Representative will consult with employees with disabilities to determine which accessible formats or communication support they require. Once the needs have been determined, a Human Resources Representative will determine the most appropriate accessible formats or communications support for the employee.

## **8. Process to Accommodate Employees**

SECL will develop and have a written process in place for the development of documented individual accommodation plans for employees with disabilities. When an employee requests workplace accommodation, supported by medical documentation, SECL will make reasonable efforts to provide workplace accommodation, including written accommodation plans, as required. Our process for the development of individual accommodation plans includes:

- Including the employee in the development of the plan
- Considering the employee on an individual basis
- Include information regarding accessible formats and communications supports that are provided
- Protecting the employee's personal information
- If required, individualized workplace emergency response information will be provided to the employee
- Identifying any other accommodation that is to be provided
- How often the plan will be reviewed
- How the plan will be provided in a format that respects the employee's needs due to a disability

## **9. Return to Work Process**

SECL is committed to reviewing employee requests for workplace accommodation in anticipation of returning to work after illness or disability, as supported by medical documentation. SECL will make reasonable efforts to provide workplace accommodation including documented return to work plans, as required. SECL will take the following steps to develop and put in place a process for developing a return-to-work policy for employees that have been absent due to a disability:

- Outline the steps we will take to facilitate the employees' return to work
- Accommodate the employee's disability
- Document individual accommodation plans for employees with disabilities
- Work with the employee to ensure proper accommodation has been met

- Modify, as required, policies and training methods to ensure it meets any accommodation required due to the disability
- Review the return-to-work plan as required to ensure its effectiveness

## **10. Performance Management, Career Development, Redeployment**

SECL is committed to supporting employees with disabilities by addressing accessibility needs and removing barriers that may affect performance, productivity, effectiveness, or access to employment opportunities.

When applying performance management, career development, or redeployment processes, SECL will consider the accessibility needs of employees with disabilities and any applicable individual accommodation plans.

To support accessibility, SECL will:

- Provide feedback, performance-related information, and communications in accessible or alternative formats, where required.
- Consider accessibility needs and individual accommodation plans when making redeployment decisions.
- Ensure that any accommodation or accessibility requirements are transferred and implemented when an employee is reassigned to a new position or department.
- Review and update accommodation plans, as necessary, following the employees' transition to their new role.

For the purposes of this policy, redeployment means the reassignment of an employee to another position or department within SECL when their current position has been eliminated.

## **11. Design of Public Spaces Standards**

SECL is committed to complying with the Accessibility Standards for the Design of Public Spaces. Where SECL has responsibility for the design, construction, redevelopment, or maintenance of public spaces under its control, accessibility requirements will be incorporated in accordance with applicable legislative standards.

SECL will ensure that accessibility features under its control are maintained in good working order and will take reasonable steps to address temporary disruptions when they occur.

## **12. Accessible Websites and Web Content**

SECL is committed to working with our providers to ensure ongoing compliance with AODA accessibility requirements.

SECL website & website content is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines at Level AA standards, WCAG 2.0 Level AA.

## **13. Workplace Emergency Response Information**

SECL will provide individualized workplace emergency response information to employees with disabilities where the disability is such that the individualized information is necessary and SECL is aware of the need for accommodation.

Individualized workplace emergency response information will be provided as soon as practicable after SECL becomes aware of the need for accommodation and may address a range of potential workplace emergencies, including but not limited to:

- Fire evacuations
- Power outages
- Severe weather events
- Natural disasters
- Security incidents or threats
- Other workplace emergencies that may affect employee safety

With the employee's consent, SECL will provide the individualized workplace emergency response information to a designated person who has been assigned to assist the employee during an emergency.

SECL will review the individualized workplace emergency response information:

- When the employee moves to a different work location within the organization;
- When the employee's accommodation needs or plans are reviewed;
- When SECL reviews or revises its emergency response policies and procedures; and
- Whenever there is a change that may affect the employee's ability to respond to a workplace emergency.

### **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to facilities, services, or systems that persons with disabilities rely on, SECL will provide notice of the disruption as soon as practicable. The notice will include information about the reason for the disruption, its anticipated duration, and any alternative facilities, services, or support that may be available.

This policy will be reviewed at least every three (3) years and updated as necessary to ensure ongoing compliance with legislative requirements and continued alignment with SECL's operational and business objectives.

This document is available in an alternate format on request.