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AODA Multi-Year Accessibility Plan

I - PURPOSE

This 2014 – 21 multi-year accessibility plan outlines the policies and actions that Sharp Electronics of Canada Ltd., (“SECL”) will put into place to improve opportunities for people with disabilities ensuring that SECL is in compliance with the Accessibility for Ontarians with Disabilities Act specifically as it relates to the Integrated Accessibility Standards Regulations, (“IASR”).

Note: This policy is not intended to replace or supersede SECL’s Accessibility for Ontarians with Disabilities Act Customer Service Plan Policy, (HR – HR – 008.)

The requirements set out in this policy are not a replacement or substitution for requirements established under the Ontario Human Right Code, nor do the standards of this policy limit any obligations owed to persons with disabilities under any other legislation.

This policy applies to all employees, volunteers, contract and temporary employees, agents and company representatives who deal with the public on behalf of SECL.

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

II – STATEMENT OF COMMITMENT

SECL is committed to developing, implementing, maintaining and enhancing accessibility as set out under the Accessibility for Ontarians with Disabilities Act, (AODA). We are committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

III – REQUIREMENTS UNDER AODA

Accessibility Plans

Human Resources will establish, implement, maintain, monitor and will report our multi-year accessibility plans commencing in 2013 outlining our strategies, policies and practices to prevent and remove barriers for people with disabilities. Initiatives under our Accessibility Plan and the due dates for the completion of each initiative are noted below:

Initiative	<u>Completion Date</u>
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

This multi-year plan will be reviewed and updated as required.

1. **Training**

As required by AODA, SECL will ensure that the following persons are provided with training on the requirements of the accessibility standards stated in the AODA and in the Ontario Human Rights Code, as it pertains to persons with disabilities. Training will be provided to:

- Employees
- Volunteers
- Contract and temporary employees
- Agents, and
- Company representatives who deal with the public on behalf of SECL

Training will cover:

- Accessibility requirements from the Integrated Accessibility Regulation and Accessible Customer Service Standard
- How the Ontario Human Rights Code pertains to persons with disabilities

Training will be appropriate to the duties of employees, and company representatives. Each person will be trained as soon as practical. Records of training, who took the training, including the dates provided, shall be kept by the Human Resources Department.

Training will continue on an ongoing basis for all new employees, new temporary employees, new agents and other company representatives who deal with the public on behalf of SECL, or when SECL's accessibility policies are amended.

In addition, SECL will provide refresher training periodically.

2. Feedback Process

Feedback from the Public

Feedback can be provided by email to SECL directly through its website, under Customer Care, or by contacting SECL directly at its Customer Care Line 905-568-7140. Feedback will be forwarded to a Human Resources Representative.

In the event of a complaint, a Human Resources Representative along with the Customer Care Manager 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. Information will be provided in several methods, digitally, larger print, and over the phone using a text telephone, ("TTY").

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 takes into account the applicant's accessibility needs due to his/her disability.
- During the interview process, SECL will provide required accommodations 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 on 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 take into account 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 supports they require. Once the needs have been determined, a Human Resources Representative will determine the most appropriate accessible formats or communications supports 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 return 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 been absent due to a disability:

- Outline the steps we will take to facilitate the employee's 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 providing employees with support to meet their accessibility needs where required, to assist them in improving performance, productivity and effectiveness by removing any barriers to employment opportunities.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if SECL is using a performance management process, or a career development process. SECL will take the following steps:

We will consider the format of delivery and we will provide feedback and update in alternative formats, so that it meets the needs of the employee.

When redeployment is required for an employee with a disability, SECL will take into account the accessibility needs of the employee as well as an individual accommodation plan.

Redeployment means the reassignment of an employee to another department or position within SECL when a particular position has been eliminated.

SECL will arrange for the employee's individual accommodation plan or will identify accessibility needs to be transferred to the employee upon reassignment.

When the employee arrives at the new position, the accommodation plan will be reviewed and amended if required.

11. Design of Public Spaces Standards

SECL will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking

12. Accessible Websites and Web Content

SECL is committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines at Level AA standards. SECL will work with our providers to meet these goals.

13. Workplace Emergency Response Information

Upon request, a Human Resources Representative will provide employees with disabilities with individualized emergency response information when necessary. SECL will provide the information as soon as practical to assist employees to prepare for a range of potential emergencies including, but not limited to:

- Fire evacuations
- Power outages
- Severe weather
- Natural disasters
- Security incidents

If the employee requires assistance and with the employee's consent, a Human Resources Representative will provide workplace emergency response information to the person that has been designated to provide assistance to the employee.

SECL will review individualized workplace emergency response information,

- When the employee moves to a difference location
- When the employee's overall accommodation needs or plans are reviewed
- When SECL reviews it's Emergency Response Policies

In the event of a service disruption, SECL will notify the public of the service disruption and available alternatives.

IV – MODIFICATIONS

Any policy of Sharp Electronics of Canada Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

The Company reserves the right to review and amend this policy as required to reach business objectives of the Company and legislative requirements.

This document is available in an alternate format on request.