

StarTech.com - Integrated Accessibility Standards Policy

Background

This policy has been established by StarTech.com Ltd. ("StarTech.com") to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Scope

StarTech.com is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Commitment

StarTech.com is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons 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.

This policy will be implemented in accordance with the time frames established by the Regulation and will be reviewed regularly to ensure that it is reflective of StarTech.com's current practices as well as legislative requirements.

Multi-Year Accessibility Plan

StarTech.com will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company's website. Upon request, StarTech.com will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

Training Employees

StarTech.com will provide training on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees
- all persons who participate in developing StarTech.com's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees and other persons.

New employees will be trained as soon as practicable and all employees will be re-trained when changes are made to the accessibility policy.

StarTech.com will keep a record of the training it provides.

Information and Communication Standard

Feedback

StarTech.com will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Feedback may be submitted in writing, by email, or by telephone to **People & Culture**. Please direct your feedback to:

aoda@startech.com
1 800 265 1844 ext. 1253
45 Artisans Crescent
London, Ontario
N5V 5E9

Accessible Formats and Communications Supports

Unless deemed unconvertible, Startech.com will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request and in a timely manner that takes into account the person's accessibility needs due to disability.

StarTech.com will consult with the person making the request in determining the suitability of an accessible format or communication support.

StarTech.com will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

StarTech.com will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Employment Standards

Recruitment, Assessment or Selection Process

StarTech.com will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Applicants will be informed that accommodations are available upon request when they are individually selected to participate further in an assessment or selection process.

If a selected applicant requests an accommodation, StarTech.com will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, StarTech.com will notify the successful applicant of its policies for accommodating employees with disabilities, upon request.

Accessible Formats and Communication Supports for Employees

StarTech.com will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

Upon the request of an employee with a disability, StarTech.com will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.

In determining the best way to provide an accessible format or communication support, StarTech.com will consult with the employee making the request.

Workplace Emergency Response Information

StarTech.com will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if StarTech.com is aware of the need for accommodation due to the employee's disability. StarTech.com will provide this information as soon as practicable after becoming aware of the need for accommodation.

This information will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

Where the employee requires assistance, StarTech.com will, with the consent of the employee, provide the workplace emergency response information to the person designated by StarTech.com to support the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Startech.com reviews general emergency response policies.

Documented Individual Accommodation Plans

StarTech.com will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

StarTech.com maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps StarTech.com will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the Workplace Safety Insurance Act, 1997).

Performance Management, Career Development and Advancement & Redeployment

StarTech.com will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

People & Culture

aoda@startech.com

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Canada