

## StarTech.com's Multi-Year Accessibility Plan

StarTech.com strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps StarTech.com is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how StarTech.com will play its role in making Ontario an accessible province for all Ontarians.

## Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives StarTech.com has implemented prior to January 1, 2016, and reviews on an ongoing basis.

### Customer Service

- StarTech.com's staff are trained to serve customers of all abilities.
- A record of accessibility training provided by StarTech.com is maintained.

### Information and Communications

- Under the AODA Customer Service Standard, a feedback process was established for receiving and responding to feedback specifically about the manner in which StarTech.com provides accessible goods or services to people with disabilities. StarTech.com's website currently has a location where customers can provide feedback on the products/services offered. StarTech.com notifies the public about the availability of accessible formats and communication supports through the StarTech.com website.
- Upon request, accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. At most, customers will receive accessible documents within 10 business days.

### Employment

- StarTech.com utilizes in-house and 3rd party sources for recruitment. The availability of accommodation(s) for applicants in the recruitment process are included on all job postings, expressed to applicants upon being called for an interview, and communicated to successful applicants upon being hired.
- Upon request, StarTech.com consults with employees with a disability to determine which accessible formats or communications supports they require to perform the duties of their job, after which individual accommodation plans are completed.
- StarTech.com is prepared to create individualized workplace emergency response forms for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency.

- StarTech.com has in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- StarTech.com considers the accessibility needs of employees with disabilities in the area of performance management.
- StarTech.com considers what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position.

### **Policies and Training**

- StarTech.com has implemented policies and training initiatives in accordance with the AODA that outline StarTech.com's commitment to accessibility and human rights legislation, as it pertains to people with disabilities.

## **Strategies and Actions**

### **Information and Communications**

StarTech.com is committed to making our information and communications accessible to people with disabilities.

- StarTech.com has developed and executed a project to review the existing StarTech.com website and modified it to conform to Level AA and we aim to adhere as strictly as possible to the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) at the AA level.
- StarTech.com will coordinate the delivery of training on WCAG 2.0, Level AA for StarTech.com employees who are responsible for developing StarTech.com's website design and content by January 1, 2021.
- StarTech.com will develop and implement a process to ensure that all future StarTech.com website changes conform to Level AA by January 1, 2021. This website utilizes various technologies that are meant to make it as accessible as possible at all times. We utilize an accessibility interface that allows persons with specific disabilities to adjust the website's UI (user interface) and design it to their personal needs.
- The website utilizes an AI-based application that runs in the background and optimizes its accessibility level constantly. This application remediates the website's HTML, adapts its functionality and behavior for screen-readers used by blind users, and for keyboard functions used by individuals with motor impairments.

### **Design of Public Spaces**

- StarTech.com will meet accessibility laws when building or making major changes to public spaces.
- StarTech.com will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### **Accessibility Plan Review**

- This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed and updated as appropriate.

**For More Information**

For more information on this accessibility plan or for, please contact:

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