

CDW CANADA'S ACCESSIBILITY PLAN

I. PURPOSE AND SCOPE

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) was passed in 2005. The *Accessible Canada Act* (“ACA”) was enacted in 2019. Both the AODA and ACA were enacted with the aim of realizing a barrier-free Canada by identifying, removing, and preventing accessibility barriers for people with disabilities.

As both a provincially and federally regulated business, CDW Canada Corp. (“CDW”), has prepared and published this Accessibility Plan to comply with the requirements of both the AODA and ACA to establish certain accessibility policies and plans (the “Accessibility Plan”).

CDW’s Accessibility Plan outlines the practices and actions that CDW is taking within our organization to identify, remove, and prevent barriers in the following areas for our customers, clients and employees:

- A. Information and communications technologies (ICT)
- B. Communication, other than ICT (including with Customers)
- C. Employment
- D. Procurement of Goods, Services, Facilities
- E. Built environment

II. STATEMENT OF COMMITMENT

CDW 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 accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility, and by meeting the accessibility requirements as set out in applicable legislation.

III. GENERAL REQUIREMENTS

This Accessibility Plan, progress reports and a feedback submission process are all available on CDW’s website – CDW.ca - at the following link at the bottom of our home page: [Accessibility](#), where our commitment to meet Web Content Accessibility Guidelines 2.1 Level AA for our website is also detailed.

This Accessibility Plan, progress reports and anonymous feedback forms are also made available in the following accessible formats upon request: print, large print, braille, audio or electronic.

To provide feedback, users may contact:

Pari Elavia, Director – Coworker Success

Mailing Address

CDW Canada Corp.
1700-185 The West Mall

Etobicoke, Ontario
M9C 5L5, Canada

Feedback may also be provided via the following telephone number or email address, or anonymized Contact Us form (all also available on our [Accessibility](#) page):

Telephone Number: +1.800.972.3922

Email: accessibility@cdw.ca

[Contact Us](#) – anonymized form

CDW reviews feedback from the public and from employees on the Accessibility Plan or any issue related to accessibility. As needed, CDW will consult with the person making the request or providing the feedback as to the suitability of feedback mechanisms available and will provide alternative formats or communication supports for providing feedback. Users of the anonymous feedback form at [Contact Us](#) on the Accessibility page will receive an immediate acknowledgement of receipt. CDW will acknowledge receipt of any non-anonymous feedback in the same means by which it was received.

CDW manages personal information in accordance with the CDW Privacy Notice available on CDW.ca. Any personal information provided by users as part of feedback with respect to accessibility will be kept confidential.

CDW will update this Accessibility Plan every three (3) years to reflect progress and will consult with customers, employees and other stakeholders in the development and implementation of this Plan.

IV. CONSULTATIONS

To create this Accessibility Plan, CDW responded to employees and customers when approached with requests for accessibility accommodations. Based on these requests, we then consulted internally with people with disabilities on how we could become a more accessible and inclusive place to work and to do business with.

The Accessibility Plan is informed by what we learned from internal co-workers (both with and without disabilities), their allies, as well as outside parties, through the consultations. CDW's Accessibility Plan outlines the practices and actions that we are taking within our organization to identify, remove and prevent barriers in the areas outlined in further detail below.

A. INFORMATION AND COMMUNICATION TECHNOLOGIES

CDW is committed to ensuring our information and communication technologies meet the needs of people with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public,

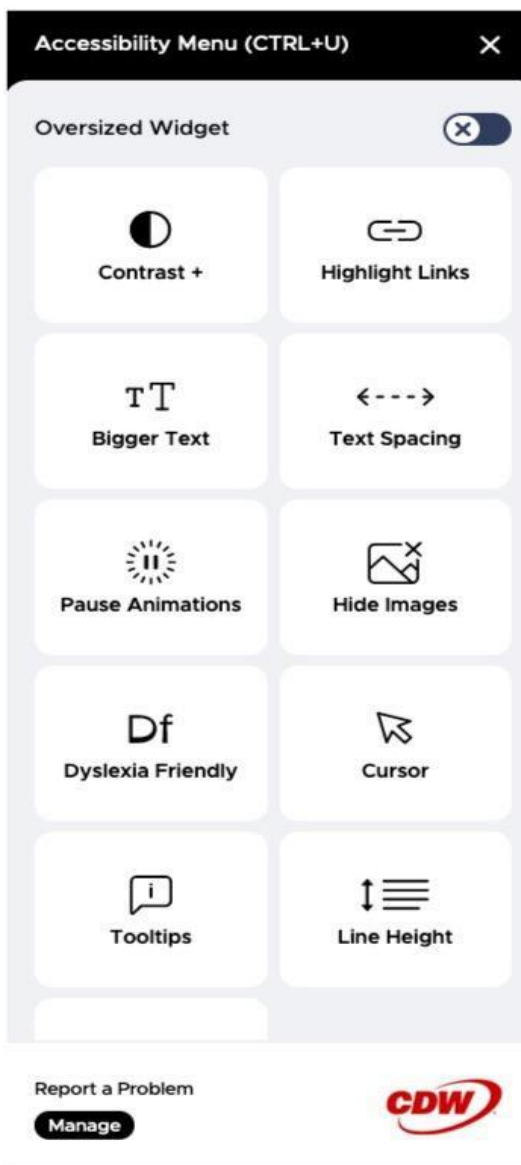
- **Identified Barriers** Starting in 2020, CDW performed a thorough audit of all public-facing assets. During that process, it was discovered that our primary website, cdw.ca, was not fully accessible to all employees and customers with disabilities, including for the following reasons:
 - Fonts were too small
 - Contrasts were limited

- Highlighting was not available
- Some weblinks were difficult to locate
- Some information was challenging to read

Actions

1. Accessible Formats and Communication Supports:

In response to the above concerns, CDW took the initiative to build a “widget” which was added to the website in 2021. This Accessibility Widget allows users to adjust the appearance of the website according to their needs. When a user clicks on the Accessibility Widget, a menu of options appears:



These options override current programming to remove barriers and help users navigate our content

based on their specific needs.

2. CDW will continue to take the following steps to make sure all publicly available information is made accessible upon request:
 - a. Review accessible formats and communication supports currently available at CDW;
 - b. Review the current process in place for requesting accessible formats and communication supports;

- c. As needed and where practical, update the current the process for requesting accessible formats and communication supports, including as new updates to the widget become available;
- d. As needed and where practical, create additional accessible formats and communication supports for publicly available information;
- e. Develop a process for responding to requests for accessible formats and communication supports; and
- f. Where practical, incorporate language in marketing materials and on CDW's external website to advise that accessible formats may be made available on request.

B. COMMUNICATION, OTHER THAN ICT

CDW believes that everyone should receive efficient, accessible, and equal access to barrier-free information and is committed to meeting the communication needs of people with disabilities.

Identified Barriers

Due to the nature of CDW's "B2B" internet reseller business, all methods of communicating with customers are electronic, and no barriers were identified.

C. EMPLOYMENT

CDW is committed to fair and equitable employment practices. In accordance with this commitment, CDW will take steps to identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers.

Identified Barriers

CDW responded to accessibility requests when approached by applicants and employees. However, no barriers were identified through this process. We offer accommodations to all applicants during the hiring process, upon request. All CDW job opportunities are posted at [Careers.cdw.ca](https://careers.cdw.ca), and this site has its own Accessibility Widget.

Actions

1. In response to the consultations, and in accordance with our requirements under the AODA, CDW will take the following actions to ensure our employment practices are accessible.
 - a. **Recruitment, Assessment and Selection Process:** CDW will take the following steps to notify its employees, the public and job applicants that CDW will accommodate individuals with disabilities during the recruitment, assessment and selection process:
 - i. Conduct a review of all mechanisms for job postings;
 - ii. Incorporate language into all job postings notifying applicants that CDW will accommodate disabilities during the recruitment and selection process;
 - iii. Incorporate language into all notifications to applicants for interviews that accommodation is available upon request;

- iv. Ensure that any job applicants self-identifying as requiring accommodation in the recruitment process are consulted with to determine their individual accommodation needs;
- v. Review the current hiring process (tests, assessments, interview rooms) to ensure barriers may be removed or accessible features provided, upon request; and
- vi. Review employment policies and procedures to ensure they reflect our commitment to employment practices which attract and retain employees with disabilities. This is expressly stated in our Code of Conduct:

... CDW provides equal treatment and equal employment opportunity. When making employment decisions of any kind, we do not consider race, color, religion, national origin, gender, sexual orientation, gender identity, disability, age, veteran status or any other characteristic protected by law.

as well as our Co-Worker Handbook:

... Applicants can request accommodations from a member of the Talent Acquisition team. Where appropriate, CDW may offer assistance and accommodation to persons who may need assistance or who are perceived to have a disability, even where no accommodation request is made.

b. Informing Employees of Accessible Formats and Communication Supports: CDW will take the following steps to notify successful applicants and employees of our policies for accommodating employees with disabilities:

- i. Incorporate a section in each offer letter regarding CDW's accessibility policies and provide information on where employees can access additional information; and
- ii. Incorporate training and awareness of CDW's accessibility policies into orientation procedures.

c. Performance Management, Career Development and Advancement: CDW will take the following steps to ensure the accessibility needs of employees with disabilities are considered if CDW is using performance management or career development processes:

- i. Assess current performance review and career development processes to ensure accessibility features are incorporated and accessibility needs are considered;
- ii. Review any individualized accommodation plans when performing assessments of performance or managing career development;
- iii. Ensure promotion criteria, practices and processes consider individualized accommodation plans; and
- iv. Ensure equal opportunities for employees with disabilities to undertake professional development, such as attending courses or seminars.

- d. Workplace Emergency Response Information:** CDW offers a hybrid work model, so employees are generally working from home more than 50% of the time. When physically working at a CDW facility, CDW 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 CDW is aware of the need for accommodation. CDW will take the following steps to ensure individualized workplace emergency response plans are in place:
- i. Circulate an email to all employees in order to identify the availability of individualized emergency response information;
 - ii. Develop and implement a process for consulting with employees to determine accommodation needs;
 - iii. Where accommodation needs are identified, work with employees requiring accommodation to develop an individualized workplace emergency response plan;
 - iv. Ensure consent is obtained from the employee to share information with those designated to assist the employee in the event of an emergency; and
 - v. Review the individualized workplace emergency response plan and information when the employee moves to a different location in the workplace, when the employee's accommodation needs or plans are reviewed and when CDW reviews its general emergency response policies.

D. PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

CDW incorporates accessibility criteria into its procurement process when acquiring goods, services and facilities.

Identified Barriers

Due to the nature of CDW's B2B internet reselling business, no barriers were identified.

E. BUILT ENVIRONMENT

CDW's built environment includes office spaces across Canada, which are only accessed by employees, and on occasion, customers and partners. CDW is committed to providing accessible spaces for customers, partners and employees. We achieve this by following Canadian legislation and building codes.

Identified Barriers

In 2019, CDW conducted an audit into the accessibility features of its seven office locations across Canada. At that time, it was determined that all offices had sufficient elevators and wheelchair ramps. However, two facilities required additional accessible washrooms.

Actions

- In 2019, CDW installed two additional universal and barrier free washrooms at its Etobicoke facility, as well as one additional universal and barrier free washroom at its downtown Toronto facility.

V. AODA TRAINING REQUIREMENTS

In response to the consultations, and in accordance with our requirements under the AODA, CDW provides training to all employees as part of their onboarding process. That training includes instructions on how to communicate with persons with disabilities in accordance with the law and our AODA Accessibility Standard for Customer Service - Training Guide as set out below.

CDW will provide training to all employees and contractors, every person who participates in developing CDW's policies, and others who deal with third parties on CDW's behalf (collectively referred to as "Staff").

Staff will complete training within 30 days of being hired or when changes are made to our Accessibility Plan. Training will cover the following topics:

- a. An overview of accessibility laws, including the ACA, AODA and the Ontario Human Rights Code as it pertains to individuals with disabilities;
- b. How to interact and communicate with people with various types of disabilities;
- c. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- d. How to use the accessibility features that may help a person with a disability access goods, services, or facilities; and
- e. What to do if a person with a disability is having difficulty in accessing CDW's goods, services and facilities.

Training will be provided to Staff via instructional videos with interactive components. Training will be provided to new employees on an ongoing basis.

CDW will take the following steps to ensure employees are provided with the training needed:

- a. Assess duties and specific training needs of employees;
- b. Deliver training modules for all employees regarding customer services;
- c. Deliver training modules on the accessibility requirements under applicable legislation;
- d. Conduct training on an ongoing basis for new Ontario employees and when changes are made to CDW's accessibility policies, practices and procedures.

VI. AODA Accessibility Standard for Customer Service - Training Guide

This guide will help employees learn:

- f. How to welcome customers with disabilities

- g. How to serve customers with different kinds of disabilities
- h. How to help customers or visitors who use assistive devices, like wheelchairs or oxygen tanks
- i. Service animals, such as guide dogs, and how to welcome customers or visitors who use them
- j. What a support person does and how to help someone who is accompanied by a support person
- k. What to do when a customer with a disability needs assistance accessing CDW's products and services.

HOW TO COMMUNICATE WITH PEOPLE WITH DIFFERENT TYPES OF DISABILITIES

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just politely ask a person with a disability how you can best communicate with them.

Here are a few tips for interacting with people who have various disabilities:

PEOPLE WITH PHYSICAL DISABILITIES

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

PEOPLE WITH VISION LOSS

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers or visitors may use a guide dog or a white cane, while others may not.

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to them.
- Ask if they would like you to read any printed material out loud.
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

PEOPLE WHO HAVE HEARING LOSS

People who have hearing loss may be deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person’s hearing was diminished or lost.

Once a person has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.

- As needed, attract the person’s attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If a person uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

PEOPLE WHO ARE DEAF/BLIND

A person who is deaf/blind may have some degree of both hearing and vision loss. Many people who are deaf/blind will be accompanied by an intervener, a professional support person who helps with communication.

- Someone who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervener.

PEOPLE WITH SPEECH OR LANGUAGE IMPAIRMENTS

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

- Don’t assume that a person with a speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with “yes” or a “no”.
- Be patient. Don’t interrupt or finish the person’s sentences.

PEOPLE WHO HAVE LEARNING DISABILITIES

The term ‘learning disabilities’ refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

- Be patient – people with some learning disabilities may take a little longer to process information, understand and respond.
- Try to provide information in a way that takes into account the person’s disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

PEOPLE WHO HAVE INTELLECTUAL/DEVELOPMENTAL DISABILITIES

Developmental or intellectual disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do every day physical activities and live independently. You may not know that someone has this disability unless you are told.

Don't make assumptions about what a person can do.

- Use plain language.
- Provide one piece of information at a time.

PEOPLE WHO HAVE MENTAL HEALTH DISABILITIES

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

- If you sense or know that a person has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.
- If a person appears to be in crisis, ask them to tell you the best way to help.

HOW TO INTERACT WITH PEOPLE WHO USE ASSISTIVE DEVICES

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communication or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

- Don't touch or handle any assistive device without permission.
- Don't have assistive devices or equipment, such as canes and walkers, out of the person's reach.
- Let customers and visitors know about accessible features in the immediate environment that are appropriate to their needs (e.g. Accessible washroom).

HOW TO INTERACT WITH A PERSON WHO HAS A GUIDE DOG OR OTHER SERVICE ANIMAL

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Service animals are allowed to accompany visitors into the parts of CDW's premises that are accessible to the public.

- Remember that a service animal is not a pet. It is a working animal. Avoid touching or addressing them.
- If you're not sure if the animal is a pet or a service animal, ask the person.

HOW TO SERVE A CUSTOMER ACCOMPANIED BY A SUPPORT PERSON

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer or visitor with a variety of things from communicating, to helping with mobility, personal care or medical needs.

If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask. Speak directly to your customer, not to their support person.

HOW TO ASSIST PEOPLE WITH DISABILITIES WHO NEED HELP ACCESSING GOODS OR SERVICES

It is critical that our customers be able to access our goods & services. If you notice that your customer is having difficulty accessing your goods or services, a good starting point is to simply ask "How can I help you?". If you need to get them additional support, please contact Coworker Services. For external inquiries, our website directs a customer to contact Customer Support.

VII. NOTICE OF TEMPORARY DISRUPTION

CDW will give notice of temporary disruptions to any of its services or facilities that may be used by persons with disabilities, including the reason(s) for the disruption and expected duration. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be clearly placed at the main entrances of our facilities and on our website, as well as where the disruption is taking place. In the event of an unexpected disruption to services or facilities used by persons with disabilities, CDW will promptly notify the public.

Your customers are your best source for information about their needs. A solution can be simple, and they will likely appreciate your attention and consideration.

VIII. CONCLUSION

CDW is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Accessibility Plan before considering the impact on persons with disabilities.

Any CDW policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Last update: October 2024