

CDW's Accessibility Plan Progress Report

CDW Canada Corp. (“**CDW**”) is committed to meeting the accessibility needs of people with disabilities in a timely manner, and does so by identifying, preventing, and removing barriers to accessibility, and by meeting the accessibility requirements set out in the *Accessible Canada Act* (“**ACA**”) and the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”).

As both a provincially regulated and federally regulated business, CDW complies with both the requirements of the AODA and ACA.

This progress report (“Progress Report”) is intended to provide an update on the steps, practices, and actions that CDW is taking to prevent barriers in the following areas for our employees, customers, and clients: a) information and communication technologies; b) communication, other than ICT (including with customers); c) employment; d) procurement of goods, services, facilities; and e) built environment.

Feedback

This progress report, the Accessibility Plan 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.

Consultations

CDW has consulted with employees and customers when approached with requests for accessibility accommodations. Based on these requests, we then consulted internally and externally on how we could become a more accessible and inclusive place to work and to do business with.

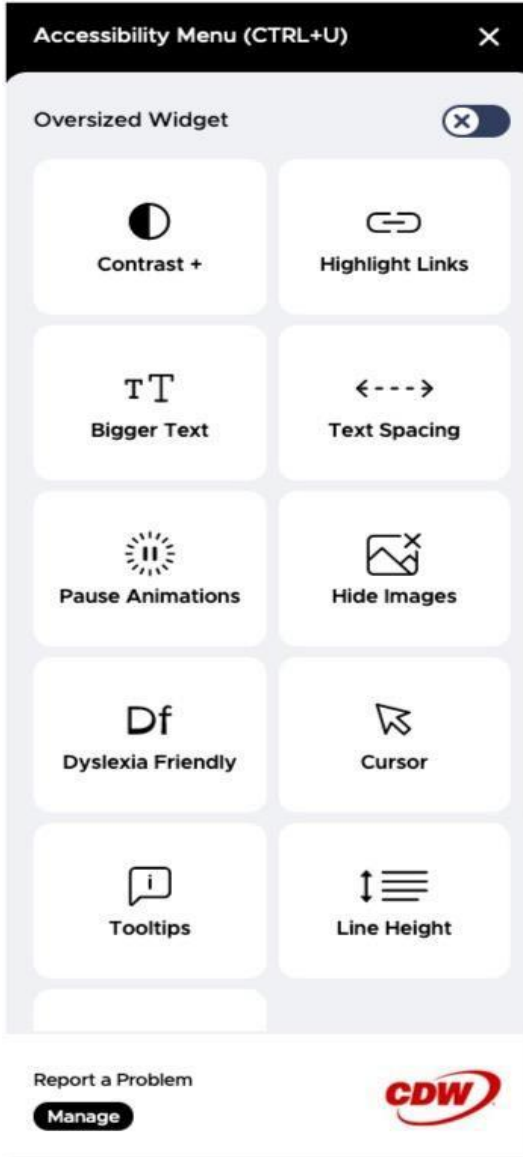
This Progress Report is informed by what we learned from internal co-workers (both with and without disabilities), their allies, as well as outside parties, through the consultations. This Progress Report outlines the practices and actions that we are taking within our organization to identify, remove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

1. Information and Communication Technologies

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

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. Communication, other than ICT (including with customers)

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

3. Employment

In response to the consultations, and in accordance with our requirements under the AODA, CDW has taken the following actions to ensure our employment practices are accessible.

a. **Recruitment, Assessment and Selection Process:** CDW has taken 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. Conducting a review of all mechanisms for job postings, including adding an Accessibility Widget to its Careers.cdw.ca website;
- ii. Incorporating language into all job postings notifying applicants that CDW will accommodate disabilities during the recruitment and selection process;
- iii. Incorporating language into all notifications to applicants for interviews that accommodation is available upon request;
- iv. Ensuring that any job applicants self-identifying as requiring accommodation in the recruitment process are consulted with to determine their individual accommodation needs;
- v. Reviewing the current hiring process (tests, assessments, interview rooms) to ensure barriers are removed or accessible features provided, upon request; and
- vi. Reviewing 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 has taken the following steps to notify successful applicants and employees of our policies for accommodating employees with disabilities:

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

c. **Performance Management, Career Development and Advancement:** CDW has taken 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. Assessing current performance review and career development processes to ensure accessibility features are incorporated and accessibility needs are considered;

- ii. Reviewing any individualized accommodation plans when performing assessments of performance or managing career development;
- iii. Ensuring promotion criteria, practices and processes consider individualized accommodation plans; and
- iv. Ensuring 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 has provided individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and that CDW is aware of the need for accommodation. CDW has taken the following steps to ensure individualized workplace emergency response plans are in place:

- i. Circulated an email to all employees in order to identify the availability of individualized emergency response information;
- ii. Developed and implemented a process for consulting with employees to determine accommodation needs;
- iii. Where accommodation needs are identified, worked with employees requiring accommodation to develop an individualized workplace emergency response plan;
- iv. Ensured consent is obtained from the employee to share information with those designated to assist the employee in the event of an emergency; and
- v. Reviewed 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.

4. Procurement of goods, services, facilities

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

5. Built environment.

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. In response to this audit, 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.

Last update: October 2024