



<b>Title: Avaya Canada Accessibility Multi-Year Plan</b>	
<b>Policy Family: Compliance</b>	
<b>Version Number: 2.0</b>	<b>Last updated: Feb 2018</b>
<b>Policy Document Owner: Stacey Piña</b>	

This policy document is applicable to all Avaya Canada Corp. business units. This document is proprietary to Avaya. The company reserves the right to alter this policy at any point in time without prior notice.

### OBJECTIVE

Under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”), all public and private sector organizations must meet the requirements of accessibility standards established by the Integrated Accessibility Regulation (the “Regulation”). This plan reflects the accessibility standards established by the Regulation in the areas of Employment, Information and Communications, Transportation and Public Spaces for Avaya Canada Corporation (the “Company”).

This plan has been drafted in accordance with the Avaya Canada Accessibility Policy, the Regulation and addresses how the Company strives to achieves accessibility through meeting the Regulation’s requirements.

### APPLICABILITY

This policy is applicable to all Avaya Canada Corp. employees and all Ontario work sites.

**Accessibility Policy and Multi-Year Accessibility Plan:** This Accessibility Policy and Multi-Year Accessibility Plan outlines a phased-in strategy to comply with the current and future requirements of the AODA and/or the Regulation. In accordance with the relevant policy, this Accessibility Policy and Multi-Year Accessibility Plan will be reviewed at least once every five years.



General Deliverables	Legislated Date for Large Employers	Completed or Target Completion Date	Scheduled Monitoring
<b>Policies &amp; Procedures</b>			
Implement Customer Service Policy	January 1, 2012	Completed	August 2018
Make Customer Service Policy available to the Public	January 1, 2012	March 15,2018	August 2018
Make Customer Service Policy available in alternative formats upon request	January 1, 2012	Completed	August 2018
Implement Accessibility Policy that includes a Statement of Organizational Commitment	January 1, 2014	Completed	August 2018
Post Accessibility Policy on the Company's website	January 1, 2014	March 15,2018	August 2018
Make Accessibility Policy available in alternative formats upon request	January 1, 2014	Completed	August 2018
<b>Accessibility Plan - Multi Year</b>			
Develop Accessibility Plan	January 1, 2014	Completed	August 2018
Make available to the public	January 1, 2014	March 15,2018	August 2018
Make available in alternative formats upon request	January 1, 2014	Completed	August 2018
Review every 5 years	Ongoing	Completed	August 2018
<b>Training</b>			
Train all applicable employees and contractors in accordance with the Customer Service requirements	January 1, 2012	March 15,2018	August 2018



Train all Ontario employees & volunteers, policy developers, those providing goods or services on behalf of the Company regarding IAS and <i>Human Rights Code</i> .	January 1, 2015	March 15,2018	August 2018
<b>Information &amp; Communications</b>	<b>Legislated Date for Large Employers</b>		
<b>Emergency Information</b>			
Emergency Procedure Plans or Public Safety Information are inventoried and accessible upon request	January 1, 2012	Completed	August 2018
<b>Feedback</b>			
Feedback process is in place for receiving and responding to feedback - system is in place and available in accessible formats and with communication supports upon request	January 1, 2015	March 15,2018	August 2018
<b>Accessible formats and communication supports</b>			
Provide or arrange for accessible formats and communication supports upon request (timely manner, at a cost that is no more than the regular cost charged to other persons)	January 1, 2016	Completed	August 2018
<b>Website Accessibility</b>			
New Internet Website WCAG 2.0 Level AA (other than closed caption Live pre-recorded audio) (where new post-2014)	January 1, 2014	Completed	August 2018



All internet websites and web content WCAG 2.0 Level AA	January 1, 2021	Ongoing	December 15, 2020
Review all content on website up to 2012 to ensure everything is accessible	January 1, 2021	Ongoing	December 15, 2020
<b>Employment</b>	<b>Legislated Date for Large Employers</b>		
Develop Personalised Workplace Emergency Response for staff, on consent and as necessary	January 1, 2012	Completed	August 2018
Notify employees and public regarding availability of accommodation	January 1, 2016	March 15,2018	August 2018
Notify applicant of availability of accommodation upon request for assessments or selection process	January 1, 2016	Completed	August 2018
Inform employees of policies regarding job accommodations	January 1, 2016	Completed	August 2018
Providing accessible formats and communication supports available to perform job	January 1, 2016	Completed	August 2018
Have a documented (IAP) in place	January 1, 2016	March 15,2018	August 2018
Have a Return to Work Process in place	January 1, 2016	March 15,2018	August 2018
Ensure performance management processes take into account accessibility needs	January 1, 2016	Completed	August 2018
Ensure career development and advancement information takes into	January 1, 2016	Completed	August 2018



account accessibility needs			
Ensure redeployment process takes into account accessibility needs	January 1, 2016	Completed	August 2018
<b>Public Spaces</b>	<b>Legislated Date for Large Employers</b>		
<b>Design of Public Spaces</b>			
Incorporate accessibility regulations in accordance with any contracts relating to our premises as required by the Design of Public Spaces Standard for new developments, redevelopments, or when making major changes to existing space or service related elements	January 1, 2017	Completed	August 2018
Maintain and repair public spaces within our premises	January 1, 2017	N/A	August 2018
Develop procedures for preventative and emergency maintenance of accessible elements in public spaces	January 1, 2017	N/A	August 2018
Develop procedures for dealing with temporary disruptions when accessible elements under public spaces not working	January 1, 2017	N/A	August 2018
Incorporate accessibility regulations in designing newly constructed service counters and fixed queuing guides	January 1, 2017	N/A	August 2018



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Avaya is an Equal Opportunity Employer. Our commitment to equality is a core value of Avaya. All qualified applicants and employees are entitled to receive equal treatment without consideration for race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability or any other protected characteristic. For more information and support, contact Avaya's Equal Opportunity hotline by phone at 908-953-7488 (US) or at [https://secure.ethicspoint.com/domain/en/report\\_custom.asp?clientid=111](https://secure.ethicspoint.com/domain/en/report_custom.asp?clientid=111).

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