



# **Accessibility Plan**

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## **The Source (Bell) Electronics Inc. (“The Source”)**

One of Canada’s leading Consumer Electronics and Wireless retailers with over 600 stores in Canada. The Source provides a great assortment of product categories aimed at helping customers make their lives easier while on the go, in the home or at work.

Our Health and Safety team is coordinating efforts to ensure The Source meets its obligations under the Accessibility for Ontarians with Disabilities Act (“AODA”) for our customers, clients, visitors and associates.

### **Introduction and Statement of Commitment**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (“AODA”) which requires Ontario to be an accessible province by 2025.

Under “AODA”, the following accessibility standards set certain requirements to help organizations prevent and remove barriers to accessibility and are applicable to The Source:

- Customer Service;
- Information and Communications;
- Employment;
- Transportation; and
- Design of Public Spaces

The Source met its requirements for the Customer Service Standard. The next 4 standards were combined to be the Integrated Accessibility Standards Regulations (“IASR”) and is now law. This multi-year plan outlines The Source’s strategy to improve opportunities for people with disabilities and how we will prevent and remove barriers to address the current and future requirements of “AODA” and to fulfill the Source’s commitment to treating our customers, clients, visitors and associates in a way that allows them to maintain their dignity and independence as outlined in [The Source Accessibility Policy](#). The requirements for IASR will be phased in over time.

In accordance with the requirements set out in the IASR, The Source will:

- Post this plan on its internal website and make it available to the public when asked;
- Report on the progress of the implementation of this plan as required;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

### **Emergency Procedures, Plans and Public Safety Information:**

The Source believes that Emergency Preparedness is an important component to the safety and security of all customers, clients, visitors and associates. We are committed to providing customers and clients with publicly available emergency information in an accessible way upon request.

The Source will also provide associates with disabilities individualized workplace emergency response information as necessary in the workplace.

## **Training:**

The Source is committed to providing all associates with the appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of associates. Associates will receive training on this topic as soon as practical following their hire date and within the initial orientation period as a best practice.

Training programs will be reviewed to determine if new training requirements are needed, and/or to modify current programs to meet prescribed policies. Training records are kept during the course of the associate's employment.

## **Kiosks**

Currently the Source does not use Self Service Kiosks. The Source will take the following steps to ensure the needs of people with disabilities are considered should we implement the use of kiosks in the future:

- Communicate the requirements of the Integrated Accessibility Standards Regulations (IASR) to those associates responsible for designing, procuring or acquiring self-service kiosks.
- Develop and implement guidelines and checklists to ensure accessibility features are considered as part of the design and procurement process, and that the site location or path leading to the kiosk is accessible.

## **Information and Communication**

The Source is committed to making Company information and communications accessible to persons with disabilities and we have partnered with eSSENTIAL Accessibility Inc. to help us. eSSENTIAL Accessibility™ is a provider of a software-based service that makes online environments fully accessible to individuals with disabilities. The tool offers a web page reader as well as an array of keyboard and mouse replacement solutions, (alternative input methods including a webcam-based hands-free movement tracking system) that allow users to overcome any physical limitation to navigate the web and our website. Visitors and customers can click on the eSSENTIAL Accessibility icon from TheSource.ca to download the application and the assistive technology that they require, free of charge. The application and future updates are hosted on eSSENTIAL Accessibility servers.

## **Websites**

The Source will take the following steps to ensure that all new internet websites and content since January 2, 2012 conforms with the WCAG 2.0 Level A, to the extent practicable:

- Develop procedures to validate compliance with the WCAG 2.0 Level A standard.
- Assess all new and current websites for accessibility to ensure conformance with WCAG 2.0 Level A.
- Partner with vendors who have the necessary expertise for the design of our next generation digital platform for public websites, mobile applications, in-store media and information technology infrastructure for all websites and content to conform with WCAG2.0 Level AA by January 1, 2021.

## **Feedback**

The Source has taken the following steps to ensure our processes for receiving and responding to feedback are accessible to people with disabilities, upon request:

- Reviewed current processes to ensure feedback from associates and customers can be sent and received in accessible formats and make enhancements as necessary.
- Provided training to associates and leaders to ensure they are able to meet requests for communicating in accessible formats.
- Published information on how customers and associates can request communications in an accessible format.

## **Public Information**

The Source's feedback processes apply to all goods and services that are delivered by The Source, by any means including in person, by telephone, electronically, or by mail, and applies to all associates, customers as well as anyone dealing with the public or other third parties on behalf of The Source. To ensure that all publicly available information under The Source's control, is made accessible upon request by January 1, 2016, The Source will take the following steps:

- Review the types of information currently available, identify what formats the information may already be accessible in, and to make enhancements as necessary.
- Provide training to ensure public information is being developed in a way that can be formatted and made accessible.
- Identify internal processes and departments responsible for consulting on recommendations when receiving customer requests for accessible formats or communication support.
- Post information on how customers and visitors can request communication support in an accessible format.

## **Employment**

The Source is committed to fair and accessible employment practices and will take the following steps by January 1, 2016 to notify applicants and associates that, upon request, accommodation will be provided during the recruitment process, and at any stage of the associate's career:

- Update recruitment policies and procedures to ensure that when requested accessible accommodations are made available for candidates during the recruitment process.
- Specify on internal and external job postings and recruitment communications that accommodation is available for applicants with disabilities.
- Consult with applicants who request accommodation to ensure modifications best suit their needs.
- Inform associates about accommodation policies through postings on our internal website, through communication emails, and in department meetings.
- Update new hire orientation to include information for accommodating associates with disabilities.
- Update Early and Safe Return to Work policy to include the development of written individualized return to work plans.
- Ensure all information that is generally available in the workplace, as well as information that is needed by associates to do their job, is available in accessible formats, upon request.
- Notify associates on how they can request the accessible formats.
- Draft policies to ensure individual associate accommodation plans and accessibility options are considered when assessing performance, managing career development and advancement, and when redeploying associates with disabilities.
- Train those responsible for performance management, career development and restructuring processes, on these policies.

## **Design of Public Spaces (formerly the Built Environment)**

By January 1, 2017, The Source will meet the Accessibility Standards for the Design of Public Spaces when building new retail stores or during major renovations to existing retail stores including the installation of multi-use service counters to provide accommodation for mobility aids.

Newly-built accessible multi-use service counters will be regularly inspected by store associates for proper functionality. If defects are found, associates are to contact the Store Support Center to facilitate required repair.

The Source will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. Such procedures include using a clipboard to complete transactions when multi-use service counters are out of order.