



## Multi-Year Accessibility Standards Plan

### ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
3	Establishment of policies, practices and procedures	3(1) Every provider of goods and services shall establish policies, practices and procedures governing the provision of its goods and services to person with disability	Policies, practices and procedures will be provided in a manner that respects the dignity and independence of person with disabilities; and persons with disabilities will be given to others to obtain, use and benefit from goods and services	January 1, 2012	X		X
4	Use of Service animals and support persons	4(2) If a person with disability is accompanied by a guide dog or other service animal, the provider of goods and services shall ensure the person is permitted to enter the premises with the animal and keep the animal with them unless otherwise excluded by law from the premises	Service animals are permitted on the premises unless otherwise prohibited by law. This information is included in employee training	January 1, 2012	X		X
		4(4) If a person with a disability is accompanied by a support person, the provider of goods and services shall ensure both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Support persons are permitted on the premises and may accompany the person with disabilities at all times. This information is included in employee training	January 1, 2012	X		X
5	Notice of Temporary Disruption	5(1) If in order to obtain, use or benefit from a provider's goods and services, persons with disabilities usually use particular facilities or services in whole or in part, the provider shall give notice of the disruption to the public	If entry points or if access is temporarily unavailable, notice will be posted explaining the reason, anticipated duration and alternative methods for access	January 1, 2012	X		X



## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE - CONTINUED

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
6	Training for Staff	6(1) Every provider of goods and services shall ensure that persons receive training about the provision of its goods and services to persons with disabilities	<p>Training will be provided to every person who deals with the public or other third parties on behalf of the provider; every person who participates in development of policies, practices and procedures governing the provision of goods or services to the public</p> <p>Training will include how to interact and communicate with persons with various types of disabilities</p> <p>Training will be provided as soon as practicable upon hire. Training will be ongoing in connection with changes to policies and procedures.</p>	January 1, 2012	X		X
7	Feedback process for providers of goods and services	7(1) Every provider of goods and services shall establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make the information about the process readily available to the public	Feedback about the manner in which we provide goods and services can be provided by phone, in writing, or by email via our website	January 1, 2012	X		X
	File an accessibility report	Every private sector organization shall file an accessibility report with the government verifying its compliance with the Customer Service Standard, AODA	Complete all requirements of the Customer Service Standard and file report	December 31, 2012	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 1 – General Requirements

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
3	Establishment of accessibility policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its requirements under the accessibility standards referred to in this regulation	Policies, Procedures and Practices have been completed	January 1, 2014	X		X
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;  b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and  c) Review and update the accessibility plan at least once every five years	Establish and document multi-year accessibility plan  Consult with necessary stakeholders, identify barriers and develop and implement plans to remove them  Review and update plan at least once every five years.	January 1, 2014	X		X
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,  (a) all employees, and volunteers;  (b) all persons who participate in developing the organization's policies; and  (c) All other persons who provide goods, services or facilities on behalf of the organization	Determine method of training – in person, online, or combination	January 1, 2015	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 2 – Information and Communication Standards

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
11	Feedback from customers & Employees	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	If feedback is elicited from employees, a variety of methods will be available and employees will be notified that if they require an accessible format to notify Sandvine Corporation of their requirement for an accessible format	January 1, 2015	X		X
12	Accessible Formats and Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons</p> <p>12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support</p> <p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	<p>Sandvine Corporation will determine what accessible formats &amp; communication supports we will provide to persons with disabilities upon request</p> <p>Accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the guest. The guest will be consulted with to determine the suitability of an accessible format or communication support. At most, customers/clients will receive accessible documents within 10 business days. However, brochures produced outside the control of the corporation are not available in an accessible format at this time</p> <p>Communicate to staff and management of this requirement through training</p> <p>Sandvine Corporation will notify the public about the availability of accessible formats and communication supports via the company website</p>	<p>January 1, 2016</p> <p>January 1, 2016</p> <p>January 1, 2016</p>	X		X
13	Emergency Procedures/Plan or Public Safety Information	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/ plan/or public safety information made available to guests will be available in an accessible format upon request	January 1, 2016	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 2 – Information and Communication Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section	Sandvine Corporation is responsible for ongoing compliance with WCAG 2.0 level A requirement	January 1, 2014	X		X
				New websites and web content on those sites must conform with WCAG 2.0 level A			
				January 1, 2021	X		X
				All websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4			

## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	Include a statement in job postings and company profile on career section of website stating our commitment in providing accommodations for persons with disabilities	January 1, 2016	X		X
23	Recruitment – assessment or selection process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used  (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability	Sandvine Corporation will notify applicants when they are called for an interview about the availability of accommodations during the selection process	January 1, 2016	X		X
			Recruiters calling an applicant for an interview will inform them of the availability of accommodations during the recruitment process  Identify barriers: location of interview room, room set up for in person interviews, supports, paperwork, etc				





## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
24	Notice to successful applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Sandvine Corporation will notify the successful applicant(s) of their policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal and as part of the orientation process. There is also a statement in hire letter/ agreement re: our commitment to providing an accessible workplace	January 1, 2016	X		X
25	Informing employees of supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Sandvine Corporation will inform all employees of their policies for supporting employees with disabilities during employee orientation. All new hires will be asked to review and sign off on policies related to accessibility. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities and will be asked to sign off that they've reviewed them	January 1, 2016	X		X
		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment	Include information in employee orientation  Review and sign off on information and policies related to accessibility	January 1, 2016	X		X
		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Provide updates as required via intranet, and policy review and sign off	January 1, 2016	X		X
26	Accessible formats & communication supports for employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace	Sandvine Corporation will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan	January 1, 2016	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
27	Workplace emergency response information	27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Sandvine Corporation will create an individualized workplace emergency response form for employees who have a disability and require accommodation(s)/ supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability	January 1, 2012	X		X
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	Review existing process and update as needed to ensure ongoing compliance	January 1, 2012	X		X
		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability	Review existing process and update as needed to ensure ongoing compliance	January 1, 2012	X		X
28	Documented individual accommodation plans	28.(1) Employers, other than organizations that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Sandvine Corporation will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when Insert Company Name here will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. Sandvine Corporation may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job	January 1, 2016	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan</li> <li>2. The means by which the employee is assessed on an individual basis</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan</li> <li>5. The steps taken to protect the privacy of the employee's personal information</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability</li> </ol>	Review existing accommodation processes to ensure compliance	January 1, 2016	X		X





## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
29	Return to work processes	29.(1) Every employer, other than an employer that is a small organization,	Sandvine Corporation has developed and 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. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	January 1, 2016	X		X
		(a) shall develop and have 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; and  (b) shall document the process		29. (2) The return to work process shall,	January 1, 2016	X	
		(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and  (b) use individual documented accommodation plans, as described in section 28, as part of the process	Review current process				
		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute					
30	Performance management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Sandvine Corporation will consider the accessibility needs of employees with disabilities in the area of performance management	January 1, 2016	X		X



## INTEGRATED ACCESSIBILITY STANDARDS

### Part 3: Employment Standards Continued

Section	Initiative	Description	Action	Compliance Due Date	Complete	In Progress	Ongoing
31	Career Development and Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	Sandvine Corporation will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities	January 1, 2016	X		X
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	In the event that Sandvine Corporation will employ a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities	January 1, 2016	X		X

## ABOUT SANDVINE

Sandvine's market-leading, cloudified Service Innovation and Intelligence portfolio helps customers deliver exceptional digital experiences and grow revenues. Our ability to classify over 95% of network traffic across mobile and fixed networks by user, application, device, location and other parameters creates uniquely rich, real-time network and service data. We then apply machine learning-based contextual insights to improve performance and enhance digital services. For more information, visit <http://www.sandvine.com> or follow Sandvine on Twitter @Sandvine.



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