

Multi-Year Accessibility Plan

Plan Overview

The Accessibility Plan for D-Link Canada Inc. is both a strategic vision as well as a multi-year plan. The Accessibility Plan describes how we will maintain exceptional customer service standards and employment standards by ensuring that D-Link Canada Inc. is fully accessible to the public, including persons with disabilities. The Accessibility Plan will also ensure compliance with AODA guidelines and all provincial legislation requirements.

Commitment to Persons with Disabilities

D-Link Canada Inc. is committed to excellence in serving all customers, including meeting the accessibility needs of persons with disabilities in a timely manner. D-Link Canada Inc. aims to provide products and services that are accessible and can meet individual needs, to the extent practicable, by preventing and removing barriers to persons with disabilities. In doing so, D-Link Canada Inc. remains committed to respect the dignity and independence of persons with disabilities.

Accessibility for Customers, Employees & General Public

D-Link Canada Inc. has been building and maintaining an inclusive and accessible organization for many years.

D-Link Canada Inc. will continue to make reasonable efforts to ensure that our company policies, procedures, and practices pertaining to employment and to the provision of products & services to the public and other third parties, align with the guiding principles of independence, dignity, integration and equal opportunity as set out in 2005 by Bill 118, the Accessibility for Ontarians with Disabilities Act (AODA).

We are committed to giving customers with disabilities the same opportunities to access our products & services, as well as giving employees with disabilities the same opportunities to deliver our products & services to customers. This policy applies to all D-Link Canada Inc. staff members, including full time, part time and contract-personnel, who deal with the public.

D-Link Canada Inc. is committed to meeting the legislative requirements established by AODA under the new Integrated Accessibility Standards effective January 1, 2014 as well as the Accessibility Standards for Customer Service already required prior to January 1, 2012. Accessibility Standards apply to every organization and to every person that provides goods or services to members of the public and that has at least one employee in Ontario.

Employee Training

D-Link Canada Inc. will continue to provide education and training material to all employees and staff who deal with the public and other third parties on their behalf.

- All D-Link Canada Inc. employees were provided a copy of the D-Link Canada Inc. Customer Service Standard Policy, prior to December 31, 2011.
- All D-Link Canada Inc. employees were also presented AODA Customer Service Standard training, prior to December 31, 2011.
- The D-Link Canada Inc. Customer Service Standard Policy was posted on the company Intranet, effective January 1, 2012.
- All newly hired D-Link Canada Inc. employees are required to complete a comprehensive new employee orientation training program. Effective January 1, 2012 that process now includes a section on reviewing Accessibility and the Customer Service Standard Policy with the Manager of Human Resources.
- D-Link Canada Inc. continually assesses the need for additional staff training in accordance with the distribution of new or amended company policies & procedures.

Information & Communications Standards

D-Link Canada Inc. is committed to meeting the communication needs of all our customers, including persons with disabilities.

D-Link Canada Inc. will continue to respond to all customer feedback in a timely manner and we will answer any questions customers may have as required either in person, by telephone or email/fax. Upon request, D-Link Canada Inc. will aim to address the specific needs of any persons with a disability that requires assistance in communication or receiving alternative forms of information, to the extent practicable.

D-Link Canada Inc. will take steps to review all new company websites and to evaluate content conformance on those sites with new standards, to the extent practicable (WCAG 2.0 Level A effective January 1, 2014). All D-Link Canada Inc. web content will be assessed and evaluated on a regular basis for current accessibility conformance and potential barriers.

D-Link Canada Inc. does not currently operate or maintain any public self-service kiosks.

Employment Standards

D-Link Canada Inc. is committed to fair and accessible employment and recruitment practices, and continues to comply with all current provincial Employment Standard Acts. Upon request, D-Link Canada Inc. will provide, to the extent practicable, sufficient accommodations to all employees and applicants, including persons with disabilities. D-Link Canada Inc. has also advised staff on the potential need to request assistance through Individualized Emergency Response Plans in the workplace.

Transportation Standards

D-Link Canada Inc. does not currently operate or provide any public transportation services.

Compliance Accomplishments

- The Customer Service Standard Policy was made available on the D-Link Canada Inc. website, including a Customer Feedback Form, effective January 1, 2012.
- D-Link Canada Inc. complied with all applicable Accessibility Standards for Customer Service by January 1, 2012 (for private sector organizations with 20 or more employees).
- D-Link Canada Inc. successfully filed the required online compliance report with the Government of Ontario prior to December 31, 2012.
- D-Link Canada Inc. complied with all new Integrated Accessibility Standards by January 1, 2014 (for large organizations with 50 or more employees in Ontario).
- The Accessibility Policy and Accessibility Plan will be made available on the D-Link Canada Inc. website, effective January 1, 2014.
- The Accessibility Plan will be reviewed and updated no less than once a year by the D-Link Canada Inc. Joint Health & Safety Committee.
- Integrated Accessibility Standards training will be provided to all D-Link Canada Inc. employees by January 1, 2015
- D-Link Canada Inc. will comply with the Employment Accessibility standard by January 1, 2016
- D-Link Canada Inc. will continue to review all existing company policies & procedures when appropriate, and amend accordingly when required.

More Information

For more information on the Accessibility Plan, or to provide feedback on the Customer Service Standard Policy, please contact: Kevin Pang 905-285-4072 ext. 2292

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