

Canada Computers Multi-Year Accessibility Plan

Message from the CEO

At Canada Computers (“CC”), we are committed to providing an integrated and inclusive environment for clients, customers, partners, and employees. We believe that our services and the way we interact with others must be done in a barrier-free and accessible way.

- Gordon Chan, CEO

Introduction

Founded in 1991, CC is a Canadian-leading retailer of personal computers, IT and components, and consumer electronics. We interact with customers on a daily basis through our 42 retail locations, online, and other modes of communication. Our customers and employees are unique and varied in many ways and as such, we focus on fostering a diverse and inclusive environment for all. Our goal is to foster accessibility in all facets of our business.

The following consists of our multi-year accessibility plan, which will move us forward to ensure that CC upholds its principles as an all-inclusive company. CC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

CC is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We invite any and all, particularly those with disabilities or those who have experience with people with disabilities, to comment on this plan.

Guiding Principles

The following guiding principles will inform CC’s approach to accessibility:

- 1. Input from others:** Achieving accessibility will be best achieved when policies, plans, and directives are developed in consultation with customers, clients, employees, partners, and other members of the community. CC recognizes that learned experiences and those living with disabilities are uniquely positioned to provide input on how to create accessible environments.

2. **Ongoing assessment:** As CC's business evolves with time, changes in technology, customer needs, and ways of doing business, CC recognizes that accessibility policies may need to be revised and assessed on an ongoing basis.
3. **Health and Safety:** everyone's health and safety is paramount. Accessibility must be designed to ensure that health and safety is not compromised.
4. **Compliance with the Law:** CC will ensure that it complies with local legislation, particularly AODA, the *Human Rights Code*, and other applicable legislation. CC will aim to uphold the principles of accessibility laws.
5. **Training:** CC will ensure that its employees are trained regarding accessibility.

Initiatives for Customer Service

CC's primary business mission is to provide excellent customer service. A core part of excellent customer service will include providing services in a way that individuals with disabilities can access our services in a barrier-free way.

CC will evaluate its AODA customer policy to ensure that persons can access its services in multiple ways, including through different modes of communication, assistive devices, service animals, and support persons, amongst others.

CC will evaluate on a continual basis its employment manual and policies so that employees understand issues regarding accessibility and providing accessible services to customers. CC will also ensure that new staff are trained in accessibility principles and that current staff will receive ongoing training as needed, and at minimum, on a yearly basis.

Initiatives for Employees

CC's strength is in its employees, and it takes pride in promoting an inclusive work environment that focuses on diversity, equity, and inclusion.

CC's hiring practices, including job postings and throughout the interview process, will ensure that prospective employees can request and identify any accessibility issues.

The human resources department will be charged with managing accommodation and accessibility requests, including ongoing assessment of physical spaces and operations to ensure that accessibility is promoted. Human resources will tailor accessibility to individuals and their unique needs; one size does not fit all when it comes to accessibility.

Initiatives for Public Spaces

In constructing new spaces or renovating current spaces that are accessed by employees and customers alike, CC will consult with design experts to ensure that public spaces are accessible.

For More Information

For inquiries about this plan or to request an alternate format, please contact any of the following:

- a. Email: marco.mo@cc.ca
- b. Telephone: 905.946.9688
- c. Online, using our [Customer Contact Form](#)
- d. In person or by mail at Canada Computers & Electronics, 75 West Wilmot St, Richmond Hill, ON L4B 0B7