



# **Accessibility Plan**

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# Introduction

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## Introduction

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Zedd strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Zedd Customer Solutions is taking to meet those requirements and improve opportunities for people with disabilities.

## Commitment

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Zedd Customer Solutions is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Zedd's policy on accessibility will be reviewed annually and modified where required to ensure integration and meet the needs of people with disabilities.

## Employment

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Zedd is committed to providing accessible facilities and services to job applicants, and employees. We will attempt to provide reasonable accommodations to applicants, and employees with disabilities, as needed or required by applicable law

- Candidates are notified of accommodation availability during the recruitment cycle.
- Existing employees are able to request accommodations through Zedd's Individual accommodation plans.
- Where required, Zedd provides customized emergency information to help an employee with a disability during an emergency.
- Zedd's policy on accessibility will be reviewed every five years and modified where required to ensure integration and meet the needs of people with disabilities.

## Training

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Zedd is committed to training staff on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities and will train our staff on accessibility as it relates to their specific roles.

- All Zedd employees are trained on intergraded accessibility standards effective June 1, 2017.

## **Accessible Format and Contact Information**

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Zedd Customer Solutions is committed to upholding Accessibility Standards as outlined under the AODA. We are committed to providing accessible formats and communication support. All requests can be forwarded to [inquires@zeddsolutions.com](mailto:inquires@zeddsolutions.com)