



Avaya Canada Accessibility Plan

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1.0 General

Introduction

This Accessibility Plan has been prepared in accordance with the requirements of the Accessible Canada Act (ACA) and its regulations. It applies to Avaya Canada (“Avaya”). It outlines Avaya’s commitment to identifying, removing, and preventing barriers to accessibility, ensuring an inclusive environment for all individuals, including persons with disabilities.

This document is proprietary to Avaya. Avaya reserves the right to alter this policy at any point in time without prior notice.

Principles of the ACA

Avaya’s Accessibility Plan is based on the principles set out in the ACA (see Appendix A).

Avaya Overview

Avaya is a leading provider of business communications solutions, offering unified communications, contact centers, and related services. We are committed to providing accessible solutions for all our customers and employees.

Accessibility Statement

Avaya is dedicated to treating all individuals with dignity and respect, ensuring equal access to our services and opportunities. Our mission is to advance connectivity for all, including persons with disabilities, by identifying, preventing, and removing barriers.

2.0 Executive Summary

Avaya is committed to fostering an inclusive environment by identifying and removing barriers to accessibility. This plan outlines our commitment to accessibility, the actions we have taken,

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and the future steps we will take to ensure compliance with the ACA and to enhance accessibility for our employees and customers.

3.0 Consultations

To continue the development of this plan, Avaya is committed to consulting with employees, customers, and experts in accessibility (*Rolling goal date*). Methods may include surveys, focus groups, and direct consultations. Feedback gathered from any consultations will be incorporated into an updated version of this ACA Policy as well as our accessibility initiatives.

4.0 Key Areas

Employment

Identified Barriers:

- Lack of awareness of accommodation processes.
- Limited access to inclusive recruitment practices.
- Physical barriers in office environments.

Actions and Timelines:

- **Short-Term:** Avaya will ensure that training is provided to all employees and those that develop Avaya's policies, on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. We shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. We ensure that others that provide goods, services, or facilities on behalf of the organization have had training.
- **Medium-Term:** Avaya will endeavor to create, provide, and receive information and communications in ways that are accessible to people with disabilities. If Avaya determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we shall, upon request, provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.
- **Long-Term:** Regularly review and enhance recruitment practices to ensure inclusivity (rolling date targeting June 2025)
- **Ongoing:** Avaya has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

The Built Environment

Identified Barriers:

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- Physical barriers in office layouts.
- Inadequate signage and wayfinding.

Actions and Timelines:

- **Short-Term:** Conduct accessibility audits of all facilities. Avaya has incorporated accessibility into the Avaya’s public spaces that are newly constructed or redeveloped on and after January 1, 2017. (*Goal date July 1, 2024*).
- **Medium-Term:** Ensure, within our contractual obligations and capabilities, that the Company’s public spaces implement necessary modifications, such as installing ramps and accessible restrooms (*Completion date June 2023*).
- **Long-Term:** Avaya will ensure that we follow the requirements stated under the Design of Public Spaces Standards. We shall also provide, within our contractual obligations and capabilities, restoration and maintenance of the Company’s public spaces by ensuring our Multi-Year Accessibility Plan includes procedures for preventative and emergency maintenance of accessible elements in the Company’s public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order (*Completion date June 2023*).
- **Ongoing:** Regularly monitor and address physical barriers in office spaces.

Information and Communication Technologies (ICT)

Identified Barriers:

- Inaccessible digital platforms.
- Lack of awareness of available accessibility features.

Actions and Timelines:

- **Short-Term:** Update websites and internal systems to meet WCAG 2.1 Level AA standards (rolling to monitor ongoing improvements with a 99% compliance rating).
- **Medium-Term:** Develop and promote accessible training materials for employees. Work to create an Avaya Employee learning pathway on LinkedIn Learning to promote accessible training materials for employees. (*Goal date of June 2025*).
- **Long-Term:** Ensure all new digital products and services are designed with accessibility in mind. Retroactively review products from 2023 to present day, perform a GAP analysis with VPATs (target date June 2025).
- **Ongoing:** Regularly audit and improve digital accessibility features.

Communication, Other Than ICT

Identified Barriers:

- Inaccessible printed materials and communications.

Actions and Timelines:

- **Short-Term:** Develop guidelines for creating accessible documents (*Rolling target date of June 2025*).
- **Medium-Term:** Train employees on accessible communication practices. Work to create an Avaya Employee learning pathway on LinkedIn Learning to promote accessible training materials for employees. (*Rolling target date of June 2025*).
- **Long-Term:** Ensure all customer-facing communications are accessible. Provide ongoing training on best practices for accessibility of documents. (*Rolling target date of June 2025*).
- **Ongoing:** Continuously update communication guidelines to reflect best practices.

Procurement of Goods, Services, and Facilities

Identified Barriers:

- Inconsistent accessibility requirements in procurement practices.

Actions and Timelines:

- **Short-Term:** Update supplier policies to include requirement for accessibility criteria to be addressed (*March 1, 2024*).
- **Medium-Term:** Informing procurement staff of the new accessibility requirements (targeting March 1, 2024).
- **Ongoing:** Maintain supplier policy in line with latest standards and developments.

Design and Delivery of Programs

Identified Barriers:

- Inconsistent accessibility in program and service delivery.

Actions and Timelines:

- **Short-Term:** Avaya remains committed to servicing all individuals, including customers with disabilities. Avaya will implement an accessible customer services policy, including providing the required training to applicable individuals by July 2025.
- **Medium-Term:** Train staff on delivering accessible services by July 2026
- **Long-Term:** Implement a system to continuously improve service delivery based on customer feedback by January 2028.
- **Ongoing:** Monitor and address accessibility issues in service delivery. A copy of this policy will be posted where it is likely to come to the attention of Avaya's customers. The policy will be provided in a manner that considers the individual's disability, upon request.

Transportation

Transportation does not currently apply to Avaya's operations. If transportation services are introduced, barriers and actions will be identified and addressed accordingly.

5.0 Regulatory Conditions

Avaya is committed to complying with all relevant regulatory conditions imposed under the Accessible Canada Act (ACA) and the Canadian Radio-television and Telecommunications Commission (CRTC) Accessibility Reporting Regulations. This section outlines our obligations and the steps we take to ensure compliance.

CRTC Accessibility Reporting Regulations

- **Accessibility Plan Submission:** Avaya is required to submit an accessibility plan to the CRTC every three years. This plan must detail the measures we have taken and will take to identify, remove, and prevent barriers to accessibility.
- **Progress Reports:** Annual progress reports must be submitted to the CRTC, outlining the steps taken in the previous year to implement the accessibility plan.
- **Consultation with Persons with Disabilities:** We must consult with persons with disabilities when preparing our accessibility plan and progress reports to ensure their perspectives and needs are addressed.
- **Publication Requirements:** The accessibility plan and progress reports must be published on our website in accessible formats, ensuring compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards.
- **Feedback Mechanisms:** Avaya must provide mechanisms for receiving and responding to feedback on accessibility from employees, customers, and the public. This feedback must be considered in future updates to the accessibility plan.

For further details on the CRTC Accessibility Reporting Regulations, please refer to Appendix B.

6.0 Conclusion

Avaya is dedicated to improving accessibility for all. We will continue to consult with persons with disabilities and update our Accessibility Plan every three years, with annual progress reports to ensure continuous improvement and compliance.

7.0 Appendices

Appendix A – ACA Section 6, Principles

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Appendix B – CRTC Accessibility Reporting Regulations

- **Section 4: Accessibility Plan Requirements:** Specifies the elements that must be included in the accessibility plan, including policies, programs, practices, and services related to the identification, removal, and prevention of barriers.
- **Section 5: Consultation Requirements:** Details the requirement to consult with persons with disabilities in the preparation of the accessibility plan.
- **Section 6: Publication Requirements:** Outlines the requirements for publishing the accessibility plan and progress reports on the organization's website in accessible formats.
- **Section 7: Progress Report Requirements:** Specifies the elements that must be included in the annual progress reports, including the measures taken to implement the accessibility plan and feedback received from persons with disabilities.
- **Section 8: Feedback Mechanisms:** Details the requirements for providing mechanisms to receive and respond to feedback on accessibility.

By adhering to these regulatory conditions and continuously improving our accessibility practices, Avaya will ensure compliance with the ACA and create a more inclusive environment for all.