

Multi-Year Accessibility Plan

Introduction and Statement of Commitment

Dell Canada is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the ADOA) and the Integrated Accessibility Standards Regulations (the IASR). Dell Canada is committed to meeting the accessibility needs of persons with disabilities in a timely manner by preventing and removing barriers to accessibility.

Dell Canada has developed a multi-year accessibility plan which states Dell Canada's strategy to prevent and remove barriers and meet its requirements under AODA. The plan will be reviewed and updated by Dell Canada at least once every five years.

By January 1, 2012 Dell Canada will:

- Dell Canada will create and maintain an accessibility policy to inform our employees, volunteers and customers about our commitment. Develop trainings for our employees to be able to serve customers of all abilities. Maintain documented records of the dates when the trainings are completed by employees. Welcome service animals and support persons into our facilities. Create an accessible platform for people to provide feedback.
- Publicly provide emergency and public safety information in an accessible format when requested.
- Provide emergency and safety information in an accessible format to employees one aware of their needs.

By January 1, 2014 Dell Canada will:

- Develop and implement a multi-year accessibility plan to achieve Dell Canada's accessibility goals.
- Communicate to our employees and customers about our policies.
- Post our multi-year plan on our website in an accessible format.
- Transform our websites to comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A to be accessible by persons with disabilities.

By December 31, 2014 Dell Canada will:

- File an Accessibility Compliance Report as required by the AODA.

By January 1, 2015 Dell Canada will:

- Provide trainings to our Employees on Ontario's accessibility laws and requirements that apply to their job duties in the organization to comply with AODA.
- Maintain records of the dates when the trainings are completed by employees.

By January 1, 2016 Dell Canada will:

- Develop practices to ensure the way we hire, retain and provide career development opportunities are accessible.

- Specify on Dell Canada Job postings that accommodations are available for applicants with disabilities.
- Inform applicants short listed for the assessment of the recruitment process that accommodations for the applicant are available.
- Inform the applicants about the organization accommodation policies at the time of making the job offer.
- Develop a written process for the development of individual accommodation plans for employees.
- Develop and document a return to work process for employees who have been absent due to a disability.

By December 31, 2017 Dell Canada will:

- File an Accessibility Compliance Report as required by the AODA.

By January 1, 2021 Dell Canada will:

- Continuously work towards improving our websites to exceed our requirements of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and strive to achieve 2.1 Level AA.

By June 30, 2021 Dell Canada will:

- File an Accessibility Compliance Report as required by the AODA.

By December 31, 2023 Dell Canada will:

- File an Accessibility Compliance Report as required by the AODA.