

December 21st, 2023

Multi-Year Accessibility Plan Requirement

[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

Sample Plan

Message from the CEO

At Valtech, our business is founded on the notion that the most innovative ideas are formed in the intersection of different people, cultures and experiences. We really believe that technology should be in service of humanity; not strategized, ideated or created in echo chambers by the few, for the few.

In 2021, we embarked on a mission to make a sustained and structural change to our Diversity and Inclusion approach. We wanted to develop and launch meaningful initiatives that would enable us to make a positive impact, promote and embrace diversity, and foster an inclusive environment across Valtech.

In 2022, Valtech published its first accessibility, diversity and inclusion report on its journey – sharing the successes we have had and the challenges we are continuously tackling. We exist to change the way people experience the world. This is not only true for the work we do, but for the community we want to build. It is a journey we are all on together and we know that change takes time.

We will continue to track, educate, listen and improve. We want to grow a company in which all our employees can succeed and thrive – that is our number one priority. We will stay accountable and hope to inspire other companies to also push for a fairer, more inclusive industry.

Introduction

Valtech Canada inc. ("Valtech") is a business organization that is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"), which exists to ensure greater accessibility for Ontarians of all abilities.

AODA is Ontario's roadmap to become barrier-free and includes accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Valtech is at its core a connected agency with offices in 20+ different countries. At the same time, we acknowledge that we need to do much more to increase diversity and accessibility in all forms within our company.

Through our 2021-2023 5 pillar strategy, we are enabling local and regional impact, whilst prioritizing global collaboration. Our goal, through alignment on these 5 pillars, utilising global expertise through our VP of Diversity & Inclusion and collaboration with all our regions, is to make a sustained and meaningful change, helping all our regions mature across diversity and inclusion, whilst learning from each one of our offices.

Valtech Canada inc.

Name of Organization

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

Valtech Canada inc.

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. 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 maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

Although Valtech is a B2B organization, Valtech provides training about providing goods, services and facilities to persons with disabilities to all its Ontario employees and its People and Culture team. Valtech has had no temporary disruption of goods, services or facilities used by persons with disabilities in the past three years. Valtech has adopted policies to ensure a person with a disability coming to our premises will not be disadvantaged when on premises.

Information and Communications

Detail actions and list initiatives from past years.

Valtech established a process for receiving and responding to feedback about the way we provide services to employees with disabilities and complies with the requirements that our process is accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, on request. Valtech established a process to provide accessible formats and communication support to people with disabilities promptly and at no extra cost. Valtech notes the availability of accessible formats/communications support and the Individual Accommodation Request form on the internal confluence page "Accessibility at Valtech". Valtech posted its Accessibility Policy posted on www.Valtech.com

Employment

Detail actions and list initiatives from past years.

- During the hiring process with Valtech applicants are informed that accommodations are available on request for all aspects of the selection process.
- During the hiring process with Valtech applicants are notified that Valtech is an equal opportunity employer committed to diversity and inclusion and that we do not discriminate on the basis of disability.
- Valtech formulated our Valtech Accessibility Policy which is made available to all Ontario employees via our internal confluence page "Accessibility at Valtech". and a web Accessibility Statement available on its website.
- Valtech formulated its Individual Accommodation Plan Request form for new employees, current employees, and those returning to work who require accommodations. This is made available to all Ontario employees via our internal confluence page "Accessibility at Valtech".
- If an employee requests an accommodation, Valtech consults with the employee and provides or arranges for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.
- Valtech formulated Manager and Employee guides to ensure employees with disabilities are being included and face no barriers within the workplace.
- Valtech has a return-to-work process for employees who have been absent from work due to disability and require disability-related accommodations to return to work.
- Valtech permits employees with disabilities to keep their service animals with them on our premises, except where the animal is excluded by law.
- Valtech permits employees with disabilities to be accompanied by a support person, ensuring that the person with a disability is not prevented from having access to the support person while on the premises.

Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

Training

List initiatives from past years, if applicable.

Valtech formulated AODA-compliant training available to all employees, as soon as practicable after being hired. Training includes the purpose of the Accessibility for Ontarians with Disabilities Act (AODA), The requirements of the Customer Service Standards, and Instructions on the following: (a) How to interact and communicate with persons with various types of disabilities. (b) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, (c) How to use equipment or devices available on the organization's premises or otherwise provided by the organization that may help with the provision of goods, services or facilities to a person with a disability, (d) What to do if a person with a particular type of disability is having difficulty accessing the organization's goods, services or facilities.

Valtech offers all employees the resources for the AODA Training via our internal confluence page.

Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Valtech ensures that its premises located in Ontario have the following accessible accommodations: location can be reached by accessible modes of transportation, Accessible Parking, barrier-free path of travel from the parking lot, Wide and Clear Pathways, Doors are easy to open with an automatic opener.

Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

N/A

Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

[Valtech Canada inc.](#)

Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

Although Valtech is a B2B organization, Valtech will continue to provide training about providing goods, services and facilities to persons with disabilities to all its Ontario employees and its People and Culture team. Valtech will work towards having no temporary disruption of goods, services or facilities used by persons with disabilities. Valtech will continue to apply its policies to ensure a person with a disability coming to our premises will not be disadvantaged when on premises.

Information and Communications

[Valtech Canada inc.](#)

Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

- [Valtech Canada Inc will add Individualized Workplace Emergency Response Information/Processes to Employees with Disabilities in our Business Continuity and Disaster Recovery Policy in the course of 2024.](#)
 - [This information will be available to any employee with an Individual Accommodation plan and for reference via our internal confluence page.](#)
 - [This will be reviewed when: a\) the employee moves to a different location in our organization, b\) the employee's overall accommodation needs or plans are reviewed, c\) your organization reviews its general emergency response policies.](#)
- [Valtech website \(www.valtech.com\) will implement the correction on its website by June 2024 so it conforms to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA \(except for live captions and pre-recorded audio descriptions\).](#)

Employment

[Valtech Canada inc.](#)

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

[Valtech will formulate a process to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans when using the performance management process with respect to employees with disabilities. We will formulate a process to consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to our employees.](#)

Procurement

[Valtech Canada inc.](#)

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

[N/A](#)

Self-service kiosks

[Valtech Canada inc.](#)

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

[N/A](#)

Training

[Valtech Canada inc.](#)

Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

[Valtech Canada Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Valtech will require all Ontario employees to complete Valtech's accessibility training in 2024.](#)

Design of Public Spaces

[Valtech Canada inc.](#)

Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

[Valtech will meet accessibility laws when building or making major changes to public spaces. Valtech will re-evaluate the need for physical premises in Ontario in the course of 2024. Accessibility requirements will be considered part of this assessment.](#)

[Valtech Canada inc.](#)

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Transportation

[Valtech Canada inc.](#)

Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

[N/A](#)

Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

[N/A](#)

For More Information

For more information on this accessibility plan, please contact at

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Telephone Number 647-894-4699	Email Address sarah.barker@valtech.com	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses
<https://www.valtech.com/en-ch/about/accessibility/>

Standard and accessible formats of this document are free on request from

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