



Accessibility Plan for Adecco Employment Services Limited (Adecco)

This 2014-21 Accessibility Plan outlines the policies and actions that Adecco will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Adecco is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Accessible Emergency Information

Adecco is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Adecco will provide training to employees, volunteers and other staff members regarding Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Adecco will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by March 1, 2015:

- Develop a training module available in various formats and deliver it to Ontario employees by March 1, 2015.

Kiosks

Adecco has no self-service kiosks.

Information and communications

Adecco is committed to meeting the communication needs of people with disabilities.



Adecco ensures that all new websites and content on new sites conforms with Web Content Accessibility Guidelines (WCAG) 2.0, Level A¹. Adecco has done this by providing training to its IT and Marketing Departments regarding the Guidelines and developing new content in conformity with the foregoing Guidelines.

Adecco ensures that existing feedback processes are accessible to people with disabilities. Adecco has done this by creating a general statement regarding availability of accessible formats and supports which has been posted on internal and external websites.

Adecco will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Identify formats and communication supports that currently exist and assess if any additional supports are required;
- Identify the contact (IT Manager, Marketing, HR) and train them in the established protocol;
- Assign the contact with responsibility to follow the establish protocol and conduct periodic audits to ensure compliance.

Adecco will ensure that all websites and content conform with WCAG 2.0, Level AA by January 1, 2021. Adecco will do this by providing training to its IT and Marketing Departments regarding the Guidelines and instructing them to create any new content in conformity with the foregoing Guidelines.

Employment

Adecco is committed to fair and accessible employment practices. Adecco will take the following steps by January 1, 2016.

Adecco will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. In doing so, Adecco will:

- Update its Human Resources Policies and Procedures where applicable to reflect Adecco's policy of accommodating people with disabilities during the recruitment process.
- Update Adecco's Recruitment Guides where applicable to reflect Adecco's policy of accommodating people with disabilities during the recruitment process.

¹ **Web Content Accessibility Guidelines (WCAG)** are part of a series of [web accessibility](#) guidelines published by the [Web Accessibility Initiative](#) (WAI) of the [World Wide Web Consortium](#) (W3C), the main international standards organization for the World Wide Web.



- Establish procedures for recruitment accommodations including notice in job postings and notifying candidates selected for interviews of availability of accommodation.
- Provide training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring employees.

Adecco has already taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Adecco has implemented a process for developing individual accommodation plans and return to work policies for employees that have been absent due to disability, but by January 1, 2016 it will conduct a review of its policies, procedures and applicable documentation to ensure this is accurately documented.

Adecco will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Adecco is using performance management, career development and redeployment processes:

- Provide accommodation training for managers and supervisors on how to use accommodation plans when managing performance for employees with disabilities.
- Advise its managers to consult with Human Resources when managing performance for employees with disabilities to ensure such performance management is conducted appropriately.
- As part of Adecco's career development and advancement within the organization, take into account the accessibility needs of its employees with disabilities as well as any individualized accommodation plans when providing career development and advancement opportunities.

Adecco will take the following steps to prevent and remove other accessibility barriers identified:

- Conduct a review of all of its processes, policies and procedures to identify accessibility barriers and work to eliminate these.

Design of Public Spaces

The Accessibility Standards for the Design of Public Spaces does not apply to Adecco.



For more information

For more information on this accessibility plan, please contact Nicolette Mueller at:

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Accessible formats of this document are available free upon request from Nicolette Mueller by any one of the methods listed above.