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Multi-Year Accessibility Plan

Our Accessibility Commitment

Cisco Canada 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 are committed to meeting the needs of people with disabilities in a timely manner.

Introduction

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA) with the goal of ensuring greater accessibility for Ontarians with disabilities by 2025. To help public, private, and non-profit organizations identify, prevent, and remove barriers to accessibility, the AODA contains accessibility standards in areas, including:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

The accessibility standard for customer service came into force in 2008. The next three standards, information and communications, employment, and transportation have been combined into the Integrated Accessibility Standards Regulations (IASR). The IASR is now law and the requirements will be phased in over time. The standard for the built environment for facilities and outdoor spaces is still in development.

This Multi-Year Accessibility Plan (Accessibility Plan) outlines Cisco Canada's compliance with the AODA, sets out Cisco Canada's upcoming and on-going obligations pursuant to the AODA, and identifies how Cisco Canada will meet those obligations. Cisco Canada is committed to fulfilling our requirements under the AODA and making its premises and services accessible to all Ontarians.

Customer Service

Cisco Canada strives at all times to provide goods and services in a way that respects the dignity and independence of all customers. Cisco Canada is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Customers are encouraged to provide feedback to Cisco on the provision of goods or services to people with disabilities. Cisco will ensure that feedback processes are accessible by providing or arranging for the provision of accessible formats and communication support upon request.

Feedback can be provided in the following ways:

- In person (orally)
- By telephone at 416-306-7419
- In writing (addressed to David Heather, HR Partner – Canada, Cisco Systems Canada Co., 88 Queens Quay W., Suite 2900, Toronto, Ontario M5J 0B8)
- Electronically (either by completing the Contact Form on our Accessibility web page- <http://www.cisco.com/web/CA/about/accessibility/index.html>) or by email to AODA_Ontario@cisco.com
- By diskette
- By the use of any other method/process as requested by the customer

Customers can expect to hear back within five (5) business days.

Where applicable, Cisco employees will be provided with training on how to interact and communicate with people with various types of disabilities who use assistive equipment and devices, or who require the assistance of a guide dog, other service animal, or a support person. Employees will also be provided with instruction on how to use equipment or devices available at our premises or that we provide that help people with disabilities access our services.

Ongoing Initiatives

- Continue to provide training on customer service to all new employees who interact with the general public and third party vendors using the Government of Ontario's "Serve-Ability" site.
- Review and update policies and standards regularly to ensure high quality, accessible customer service.
- Consult with key stakeholders and advisory groups on emerging or changing requirements.
- Review all customer feedback and take appropriate action.
- Continue to implement service disruption protocol by posting signs to advise the public where alternate service may be obtained, while repairs to existing service location are completed.

Integrated Accessibility Standards Regulation (IASR)

Part 1 (General)

Cisco Canada's Accessibility policy affirms its commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that Cisco will achieve accessibility. Cisco has created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility. The plan will be posted on our corporate website and will be provided in alternate formats upon request. The plan will be reviewed and updated at least once every five years.

Ongoing Initiatives

Training

- The Learning and Development group has been made aware of the training initiative for all employees to be trained on the requirements of the accessibility standards referred to in this regulation and on the Human Rights Code as it pertains to persons with disabilities.
- An in-house training course will be implemented by January 1, 2015.
- All Ontario based employees will be trained and a record will be kept of the training.

- New employees will be trained as part of their on-boarding.

Part 2 (Information and Communications)

Cisco Canada will follow best practices when developing, implementing, and maintaining information and communications strategies and products to ensure that information and communications are available and accessible to people with disabilities. This includes websites, intranet sites, communication materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

Ongoing Initiatives

Accessible Formats and Communication Supports

- Upon request, provide or arrange for information in accessible formats and/or provide communication supports for people with disabilities.
- Ensure that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted in order to determine the most appropriate format or support.
- Train all staff in the availability of communications in accessible formats
- Complete this initiative by January 1, 2016

Accessible Websites and Web Content

- Ensure that all new websites and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA.
- Conduct an assessment of the company's website and testing for accessibility.
- A course of action and timelines needed to achieve web accessibility will be outlined, based on the results of the assessment and compliance with the law
- Complete this initiative by January 1, 2021

Part 3 (Employment Standards)

Cisco Canada is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

Ongoing Initiatives

Evaluation and Review of Barriers

- Cisco will review existing recruitment and employment practices and identify potential barriers to employment, including without limitations:
 - Methodology of advising of potential job opportunities
 - Identification of barriers that may arise during the interview process

Recruitment, Assessment or Selection Process

- During the recruitment process, job applicants who are selected for assessments or interviews will be informed that accommodations are available upon request in relation to materials or processes to be used.
- Applicants requesting accommodation will be consulted with in order to provide suitable accommodation that takes into account the applicant's accessibility needs.
- Creating systems to reduce or eliminate biases in recruitment processes (selection criteria, interview methodology)
- Complete this initiative by January 1, 2016

Notice to Successful Applicants

- Successful applicants will be notified of policies for accommodating employees with disabilities when offering employment. This notice will be included in the letter of offer to the successful applicant.
- Complete this initiative by January 1, 2016

Informing Employees of Supports

- All employees will be informed notified of policies for supporting employees with disabilities, including providing employment-related accommodations.
- New employees will receive this information during the orientation process.
- All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations.
- Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.
- Create posters and intranet postings on “how to request accommodation” to remind employees of the availability of accommodation.
- Ensure that any updates to the accommodation policy are circulated to all employees through orientation, training and employee intranet.
- Complete this initiative by January 1, 2016

Accessible Formats and Communication Supports for Employees

- Employees with disabilities will be consulted in order to provide them with the accessible formats and communication supports they require to do their jobs effectively.
- Complete this initiative by January 1, 2016

Documented Individual Accommodation Plans

- Written accommodation plans will be written for employees with disabilities indicating:
 1. How an employee requesting accommodation can participate in the development of their individual accommodation plan.
 2. How the employee will be assessed on an individual basis.
 3. How Cisco can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist them in determining if and how accommodation can be achieved.
 4. How the employee can request the participation of a representative from the workplace in the development of the accommodation plan.
 5. The steps taken to protect the privacy of the employee’s personal information.
 6. The frequency and manner in which the individual accommodation plan will be reviewed and updated.
 7. If an individual accommodation plan is denied, how the reasons for the denial will be provided to the employee.
 8. How the individual accommodation plans will be documented taking into account the employee’s accessibility needs due to disability.

All accommodation plans are private. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed. Employees will be trained on the duty to accommodate, the accommodation process, how to support the accommodation process and how to access information and assistance.

- Complete this initiative by January 1, 2016

Return to Work

- Cisco does have a return to work process that is currently being documented in consultation with Human Resources, Sedgwick, and Cisco Benefits.
- The return to work process will document that steps the employer will take to facilitate the return to work of employees who are away from work due to disability
- The return to work process will implement a method of determining the essential job tasks or job functions and determining the method of accommodating the employee so that the employee can perform the essential duties of the position (with or without accommodation as the situation may arise).

- A process will be put in place to ensure that managers understand the accommodations being made as well as the privacy/communication concerns and agreements around the return to work accessibility requirements.
- The return to work policy shall confirm that an individual documented accommodation plan (see above) may be implemented to facilitate the return to work process.
- Complete this initiative by January 1, 2016

Performance Management

- The accessibility needs of employees with disabilities will be taken into account with regards to performance management, including performance plans in accessible formats.
- A review of the existing performance management process is to be conducted in order to ensure that accessibility is built into the process.
- Complete this initiative by January 1, 2016

Career Development and Advancement

- The accessibility needs of employees with disabilities will be taken into account with regards to career development and advancement, including coaching and feedback.
- A review of the existing career development and advancement process is to be conducted in order to ensure that accessibility is built into the process.
- Complete this initiative by January 1, 2016

Redeployment

- The accessibility needs and individual accommodation plans of employees with disabilities will be taken into account when they are reassigned to other departments or jobs within Cisco.
- Complete this initiative by January 1, 2016

Contact Information

If you have questions on this policy or want to provide feedback, please contact:

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