



Accessibility Plan and Policies for Ingram Micro

This accessibility plan outlines the policies and actions that Ingram Micro will put in place to improve opportunities for people with disabilities.

Ingram Micro 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

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

Training

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

All associates receive training on the AODA and our policies upon commencing employment with Ingram Micro.

Information and Communications

Ingram Micro is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

As feedback, requests and/or complaints are made, Ingram Micro will work with the individual to meet their needs if the current format does not.

Associates responsible for creating informational materials will be provided with awareness training on requirements under the AODA.

Upon request, Ingram Micro will take the necessary steps to ensure that information is provided in an accessible format based on the individual.

Ingram Micro's website is compliant with WCAG 2.0, Level AA requirements.

Accessibility Plan reviewed and revised: November 2023



Employment

Ingram Micro is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Ingram Micro will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- A statement is included in our job postings that accommodations will be made for candidates and associates with disabilities upon request
- A statement is included within our new hire offer letter outlining that Ingram Micro has an accommodation process in place and will provide accommodations to associates with disabilities

Ingram Micro will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for associates that have been absent due to a disability.

- In accordance with Ingram Micro's Modified Work Program Policy, prior to returning to work, Ingram Micro will review any accommodation recommendations made by the associate's physician to determine the individual accommodation plan requirements.
- The individual accommodation plan will be reviewed with the associate and the associate's manager to ensure agreement by all parties.
- Once the associate has returned to work, the program will be monitored and reviewed periodically to ensure the goals of the program are met.

We will take the following steps to ensure the accessibility needs of associates with disabilities are taken into account if Ingram Micro is using performance management, career development and redeployment processes.

- Documentation is presented in a format that takes the associate's disability into account
- The accessibility needs of the individual will be taken into account when determining performance management, career development opportunities as well as redeployment.

Ingram Micro will take the following steps to prevent and remove accessibility barriers identified.

- Provide appropriate accommodations to associates as required
- Review employment systems to ensure that the needs of associates with disabilities are identified, this will include asking associate's directly for feedback



Public Spaces

Should there be a temporary disruption to rest rooms and elevators in public spaces a notice will be posted to that effect with alternate available rest rooms and elevators that are in working order and accessible.

In the event that emergency maintenance is required the appropriate actions will be taken to ensure that the services are fixed as soon as possible.

For more information on this accessibility plan, please contact us by calling 1-800-668-3450 or emailing AODAFedback@ingrammicro.com

Accessible formats of this document are available for free upon request.