

June 1, 2024

2024 Accessibility Plan Progress Report

Execulink Telecom



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1. **General**

1.1 **Statement of Commitment**

At Execulink Telecom (Execulink), we strive to provide an awesome experience for our customers, including those with disabilities. As our company grows and evolves, we continue to learn and develop ways in which we can be more accessible and inclusive to people with disabilities.

This Accessibility Progress Report has been prepared in accordance with the requirements of the Accessible Canada Act (S.C 2019, c. 10) and its regulations (ACA). This plan identifies barriers for people who live with a disability and outlines solutions to remove or mitigate those barriers where they exist with our organization.

1.2 **Contact Information & Feedback Process**

If you wish to request a copy of Execulink Telecom's Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

Mail:

Execulink Telecom
1127 Ridgeway Rd.
Woodstock, ON
N4V 1E3

ATTN: Accessibility Coordinator

Telephone:

1-877-393-2854

Email:

accessiblity@execulinktelecom.ca

Information about how to submit feedback is also available on our public website at the following link: <https://www.execulink.ca/legal-regulatory/accessibility-standards/>.

The person responsible for receiving accessibility feedback at Execulink Telecom is the Vice President Customer Experience.

1.3 Alternative Formats

An electronic version of this plan is available and can be viewed and downloaded on our website at: <https://www.execulink.ca/legal-regulatory/accessibility-standards/>

Execulink Telecom will provide the following alternate formats of this plan upon request through email at accessibility@execulinktelecom.ca or by phone at 1-877-393-2854.

- Print or Large Print – provided within 15 days of request
- Braille – provided within 45 days of request
- Audio (voice reading text out loud) – provided within 45 days of request

2.0 Status of Progress in Key Areas

This Progress Report aligns with the key areas in our Accessibility Plan and provides an update on the actions we have taken to advance accessibility.

2.1 The Built Environment

Execulink understands the importance of making our physical locations, which include our storefront and office locations, accessible for employees, customers, and the public.

We will continue to include accessibility upgrades as part of building renovations and retrofits in compliance with the Ontario Building Code.

Actions undertaken include the following:

- To ensure we identify a potential physical barrier that could impact accessibility for both customers and employees we have identified select employees, specifically members of our Health & Safety Committee who conduct monthly inspections of all Execulink locations and complete a standard template documenting their findings. They immediately bring forward any items requiring investigation and possible correction.
- At any time, any Execulink employee can submit an electronic ticket identifying a concern. This queue is monitored throughout the day allowing for investigation to begin within 24 hours during standard business days.
- Execulink has created a new role “Facilities Maintenance Technician”. This individual works with our employees and external contractors to ensure ongoing compliance and oversee repairs are performed in a timely and compliant manner.

2.2 Employment

Execulink is committed to offering fair, equal, and accessible employment practices.

All job opportunities state our commitment to being an equal opportunity employer with an inclusive and barrier-free environment. If contacted for an employment opportunity, we ask that the candidate advise us should accommodation be required.

Execulink Telecom is responsive should an employee's accessibility needs change, and they require accommodation. The employee is encouraged to reach out to their supervisor to discuss the required accommodation. The supervisor along with the employee will discuss with Human Resources the accommodation requirements and begin the process of implementation (i.e., software requirements, physical requirements).

Actions undertaken include the following:

- All employees have completed the Execulink Accessible Canada Act and Regulations training course. The course has been added to our new employee onboarding program ensuring new hires received this critical program within the first 30 days of their employment.
- Our people leaders have also received training titled "Improving Workplace Accessibility Training for Leaders". This course provided a general overview of accessibility standards under the Canadian Human Rights Acts and explains how organization can remove barrier that affect people with disabilities.
- In determining the suitability of accessible accommodation, Human Resources and the employee's supervisor will consult with the employee and their external support providers as requested.

2.3 Information and Communication Technologies (ICT)

Execulink Telecom utilizes various technologies and tools to support our customers and our business. Customer facing technologies include our public website (www.execulinktelecom.ca), our customer portal as well as social media platforms. To support Execulink's Accessibility Plan, we engage with an external consultant to ensure we are compliant with WCAG requirements and stay abreast of opportunities to enhance the accessibility of our website. Additionally, our Execulink team members

assess and monitor our digital products and services to support solutions to address accessibility barriers.

Actions undertaken include the following:

- We introduced an updated website ensuring compliance with WCAG requirements. The website has a simplified appearance, improving clarity and readability. The shopping cart feature was also updated making online ordering much easier.
- Our system is not currently able to support Video Relay Service (VRS). We continue to pursue opportunities to implement VRS and align with the Telecom Regulatory Policy 2023-41.

2.4 Communication, other than ICT

Execulink communicates with our customers, the public, our employees and our suppliers and partners in a variety of ways. These include but are not limited to newsletters, email, social media, phone, chat, videos and advertising videos. We make every reasonable effort to ensure internal and external information is communicated simply, clearly, and concisely.

Actions undertaken include the following:

- Closed Captioning has been enabled on all internal and external videos.
- Described video for the visually impaired will be available in early June 2024 on the Execulink TV App. This feature will be accessible on both live and On Demand content where offered by programmers.

2.5 The Procurement of Goods, Services and Facilities

Execulink uses goods and services purchased from external vendors to support its operations and services.

Actions undertaken include the following:

- In 2024 Execulink will consult with appropriate resources to better understand how we can support this area and develop applicable SOPs.

2.6 The Design and Delivery of Programs and Services

At Execulink our Vision is “Our only goal is to enhance your lifestyle at home, work and play”. In the development of our Accessibility Plan, we recognize we have an opportunity to improve both the design and delivery of our programs and services to suit the needs of persons with disabilities.

Actions undertaken include the following:

- All employees have completed the Execulink Accessible Canada Act and Regulations training course. The course has been added to our new employee onboarding program ensuring new hires received this critical program within the first 30 days of their employment.
- Execulink launched two new channels, AMI Digital and AMI Audio, which are designed to provide broadcasting services for Canadians who are blind, partially blind or print restricted.

2.7 Transportation

Execulink does not offer transportation services. For this reason, there is nothing to report under this heading.

3. Consultations

3.1 Internal Consultations

Execulink understands that consultations with persons with disabilities are critical to building an Accessibility Plan that supports their needs. We have reached out to our own employees to gather their feedback on how we can support accessibility.

Working with guidelines recommended by our external consultant, Execulink developed an Employee Accessibility Survey. This survey, which is anonymous and confidential will be distributed to all employees on an annual basis. The 2024 Employee Accessibility Survey is scheduled for distribution in July. As part of our survey, we ask employees who identify as a person with a disability if they would be open to answering more specific questions to help us understand the barriers that they have faced, how they were resolved and what improvement recommendations they could provide. This feedback will be incorporated into further enhancements of Execulink's Accessibility Plan.

3.2 External Consultations

Execulink continues to research and seek opportunities to consult with people with disabilities and organizations who support people with disabilities.

4. Conclusion

Execulink recognizes that removing barriers for people with disabilities ensures all individuals receive the same awesome experience they deserve. We are committed to removing the identified barriers and encourage feedback to ensure we are making Execulink more inclusive to all. We will do this by continuing to engage with people with disabilities, organizations who support people with disabilities, and consultants to continuously understand our barriers and develop plans to address those barriers. We look forward to sharing our progress in future annual reports in accordance with the ACA.