

2026-2028 Accessibility Plan

June 1, 2026

Execulink Telecom



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1. General

1.1 Statement of Commitment

At Execulink Telecom (Execulink), we aim 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.

The 2026-2028 Accessibility Plan 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 alternative format, please contact us:

Mail:

Accessibility Coordinator

1127 Ridgeway Rd.

Woodstock, ON

N4V 1E3

Telephone:

1-877-393-2854

Email:

accessibility@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 can be viewed and downloaded on our website at:

<https://www.execulink.ca/legal-regulatory/accessibility-standards/>

Execulink Telecom will provide the following alternative 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

1.4 Definitions

The following definitions apply throughout this plan:

- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.
- **Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

2.0 Areas Described under Section 5 of the ACA

2.1 The Built Environment

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

Actions (2026-2028)

- A monthly review of accessibility infrastructure is conducted at each location by a trained member of the Execulink Health & Safety Committee. Any discrepancies are documented using a standard template, reported and immediately actioned.
- 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 collaborates with contractors to comply with the Ontario Building Code and ensure accessibility and comfort for all customers and employees.
- In early December 2025, Execulink Head Office employees were advised they would return to the office two days a week beginning March 31, 2026. In the four months leading up to the return, we worked with individuals to support their requests for physical accommodation and will continue to do so. Additionally, we solicited feedback from all employees as to their requests to ensure a positive return to the office.

2.2 Employment

Execulink is committed to offering fair, equal, and accessible employment practices. Our Human Resources team are responsible for an ongoing review of our hiring practices, onboarding processes and overall employee support (i.e., accommodation).

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. Our job postings, both internal and external include the statement “Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. We understand some applicants may require accommodation during the hiring process. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.”

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 their accommodation needs. 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).

Execulink offers an Interest Free Loan Program enabling hybrid employees to ergonomically upgrade their home office confidentially without requiring a formal accommodation request. Execulink will purchase equipment necessary for accommodation requests, however this program offers a confidential way for employees to upgrade their home offices without disclosing an accommodation request if they do not wish to do so.

Actions (2026-2028)

- Provide annual formal and refresher training for leaders and employees. We continue to source employee accessibility training to ensure training remains current.
- 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.
- All SOPs (Standard Operating Procedures) are reviewed no less than every three years to ensure accuracy.

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.

Actions (2026-2028)

- Engagement with an external consultant to ensure our public website is compliant with WCAG 2.1 Level AA
- Under Phase 1 of SOR/2025-255, Information and Communication Technologies (ICT), Execulink must ensure that its website, mobile applications, and digital documents are accessible to people with disabilities and align with applicable accessibility standards. To do so we must incorporate accessibility considerations into the procurement and development of digital products and services. Execulink will provide training on digital accessibility fundamentals by the end of 2027 as well as refresher training at least every three years to all employees involved in the development, maintenance or purchasing of digital technologies. Additionally, Execulink must retain an electronic copy of information about our digital accessibility training program for four years from the date the training was given, any conformity assessments and gap analysis against the ICT Standard that relates to regulated digital technologies for four years from when it was completed; and any accessibility statement for four years from when it was published.
- Our system is not currently able to support Video Relay Service (VRS). Execulink will 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 (2026-2028)

- We conduct annual reviews of templates and internal communication standards (SOP) that support accessibility guidelines.
- Refine communication guidelines to create content that is simple, concise and easy to understand.
- We will continue to work with consultants to improve accessibility in our external communications, including marketing and advertising materials.

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 (2026-2028)

- Continue to evaluate procurement policies, processes and tools to improve accessibility.

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”. We strive to provide programs and services that align with the needs of persons with disabilities.

Actions (2026-2028)

- Continue to monitor customer surveys and feedback to identify areas for improvement.
- Engage with individual customers to support their specific requirements.

- Continue to provide employees and leaders with customer service training focused on supporting the needs of customers with disabilities.
- Evaluate how we engage with customers in all channels including field technicians who provide in home and on-site visits.

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 conduct an annual survey with our own employees to gather their feedback on how we can support accessibility for themselves and our customers.

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. Feedback is incorporated into further enhancement of Execulink's Accessibility Plan.

3.2 External Consultations

Execulink has consulted with persons with disabilities and industry partners to be informed on the continuous enhancement of our Accessibility Plan. We participate in presentations and webinars delivered by Canadian authorities focused on accessibility needs and compliance with accessibility standards, while also meeting with vendors who provide service and support for people with disabilities.

To ensure continued compliance with the Accessible Canada Act, Execulink is committing to partnering with community organizations in the future and will pursue opportunities to engage with these organizations.

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.