

June 1, 2025

2025 Accessibility Plan Progress Report

Execulink Telecom



Table of Contents

1.0 General

- 1.1 Statement of Commitment
- 1.2 Contact information & Feedback Process
- 1.3 Alternative formats

2.0 Status of Progress by Areas Described under Section 5 of the ACA

- 2.1 The Build Environment
- 2.2 Employment
- 2.3 Information and Communication Technologies (ICT)
- 2.4 Communication, other than ICT
- 2.5 The Procurement of Goods, Services and Facilities
- 2.6 The Design and Delivery of Programs and Services
- 2.7 Transportation

3.0 Consultations

- 3.1 Internal Consultations
- 3.2 External Consultations
- 3.3 Feedback

4.0 Conclusion

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, you 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 aloud) – 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.

In 2024 we opened a new retail location in Strathroy ON and relocated a retail location in Tillsonburg. In both locations we collaborated with our contractors to comply with the Ontario Building Code and ensure accessibility and comfort for all customers.

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 a full-time role titled “Facilities Maintenance Technician”. This individual collaborates 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. Our job postings, both internal and external to include the statement “Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. 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 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). We provided support to sixteen employees in 2024.

Execulink continues to offer an Interest Free Loan Program for hybrid employees to upgrade their home office into an ergonomic set up without an accommodation request. Execulink will purchase equipment necessary for accommodation requests, however the program offers a confidential way for employees to upgrade their home offices without disclosing an accommodation request if they do not want to go through the accommodation process.

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 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:

- In 2024, we upgraded and updated our 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 was enabled in 2024 on the Execulink TV App. This feature is 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 2025 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 people 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 has two 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 people with disabilities are critical to building an Accessibility Plan that supports their needs.

Cocreated with an external consultant, Execulink developed an Employee Accessibility Survey. This survey, which is anonymous and confidential is distributed to all employees on an annual basis. The 2025 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. Feedback is 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.

3.3 Feedback

In 2024 one customer contacted Execulink via our accessibility email address. The feedback we receive is instrumental in supporting our continued efforts to identify, remove and prevent barriers to accessibility, prioritize and develop solutions, and further our ongoing work to reduce and remove barriers.

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.