



Accessibility Plan 2024–2026

Progress Report – June 1, 2025

2.1 Employment

Everyone should be able to work equally; employers should treat everyone as equals, regardless of their disability. ISP Telecom is committed to maintaining a safe and supportive workplace, supporting individuals who request workplace accommodation.

Barriers:

- a) Employees may not know about the Accessible Canada Act (ACA).
- b) Employees may face barriers in performing their work that require accommodation.
- c) Job seekers may face accessibility barriers when applying for a job at ISP Telecom.

Actions:

- a) Train ISP staff on the principles set out in section 6 of the ACA and the relevant definitions: "accessibility", "barrier", and "disability".
- b) Be responsive in providing workplace accommodation should an employee's accessibility needs change. Ensure the process regarding workplace accommodation is well documented.
- c) Ask potential employees during the interview/hiring process if there are any accessibility barriers or concerns to ensure they are accommodated.

Progress:

ISP Telecom staff are now familiar with the ACA and its core principles. No employee accessibility accommodation requests have been received to date, but we remain open and prepared to respond promptly if any arise.

2.2 The Built Environment

Regardless of ability, every employee or potential employee should have easy and equitable access within the workplace. We are committed to ensuring that our employees and customers have barrier-free access to our offices. In addition, ISP offers 24/7 support to our customers, and an on-call employee is always available via mobile.

Barriers:

- a) Employees may have difficulty travelling to/from the office.
- b) Employees may face barriers in performing their work that require accommodation.

Actions:

- a) Continue to offer a hybrid work environment and ensure employees have the tools and accommodations needed at their work/home offices.
- b) Evaluate our facilities to help remove accessibility barriers. Work with landlords to make offices as barrier-free as reasonably possible.

Progress:

The hybrid model is in place and working well. Employees have received support such as ergonomic equipment and assistive tools when needed. Although no barriers have been identified to date, we will address and remove barriers where possible.

2.3 Information and Communication Technologies (ICT)

Accessibility can be measured by how successfully a person with a disability can locate, access, and understand needed information. Accessibility results in benefits like eliminating barriers to information and communications technology (ICT) and encouraging the development of accessible technologies and techniques. Each user should be able to interact with the technology in ways that work best for them. Customer-facing technologies include our public website (www.isptelecom.net) and our customer portal.

Barriers:

- a) Internal website, customer portal, and systems may have aspects that could be made easier to use or better navigated by persons with disabilities.
- b) Our website is the primary source of information, products, and services. The information on our website may not be accessible to all customers. For example, clickables, titles, and orientation elements need to be reviewed.

Actions:

- a) Continue improving our website to ensure compliance with Web Content Accessibility Guidelines (WCAG).
- b) Continue implementing updates based on accessibility feedback received.

Progress:

ISP continues to make incremental improvements to its internal and external platforms to ensure alignment with WCAG. This includes ongoing technical updates and design adjustments aimed at enhancing usability for individuals with disabilities. ISP is committed to welcoming and acting on user feedback to support continuous improvement.

2.4 Communication (Other than ICT)

Making communications accessible is a step toward inclusivity, ensuring that information is accessible to individuals with diverse communication needs.

Barriers:

- a) Lack of accessible formats for communication materials.
- b) Not all material may be in easy-to-understand language.

Actions:

- a) Provide alternative formats for information upon request.
- b) Review our communication materials, including training and process documentation, and make every reasonable effort to ensure internal and external information is communicated in clear, simple, and concise language.

Progress:

Accessible format requests will be handled as needed. Reviews of key documents have started. Updates are being made to improve clarity, and teams are being encouraged to use plain language.

2.5 Procurement of Goods, Services, and Facilities

ISP Telecom purchases various goods and services that support our operations. We are dedicated to considering accessibility requirements when purchasing goods and services from external vendors.

Barrier:

a) The procurement process does not always consider accessibility criteria.

Action:

a) Review internal procurement processes to ensure accessibility requirements are part of the process.

Progress:

The review of the procurement policy is progressing, ensuring compliance with relevant standards.

2.6 The Design and Delivery of Programs and Services

Accessibility, in this case, is the concept of whether everyone can use a product or service, however they encounter it.

Barriers:

a) Programs and services may not be designed with universal accessibility in mind.

b) Staff have different levels of knowledge regarding potential barriers customers with disabilities may experience.

Actions:

a) Continue reviewing our products and services to identify and remove barriers, and prevent the creation of new ones.

b) Review accessibility training.

Progress:

Ongoing reviews of programs and services are underway, with a focus on improving accessibility across the board.

2.7 Transportation

ISP Telecom does not have anything to report under this heading, as we do not offer transportation services.

3.0 Consultation

ISP Telecom has contacted employees and customers via internal communication and through our customer portal. People are encouraged to share any barriers they have encountered at ISP Telecom. We will continue to consult with people with disabilities to determine how we can improve accessibility at ISP Telecom.

Progress:

ISP Telecom continues to seek opportunities to consult with people with disabilities and organizations that support them. We remain committed to gathering feedback and encouraging input to help improve accessibility.