



Accessibility Plan 2024-2026

Progress Report – June 1, 2026

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.

Barrier:

- a) Employees may not know about the Accessible Canada Act.
- 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.

Action:

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

Progress 2026:

In response to identified needs, we have provided accommodations such as specialized seating and access to a quiet, private space to support required rehabilitation exercises during the workday. We are committed to continuing to respond to and adapt to accommodation requests in a timely and consistent manner.

2.2 The Built Environment

Regardless of ability, every employee/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 24x7 Support to our customers and an on-call employee is always available to our customers via mobile.

Barrier:

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

Action:

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

Progress 2026:

There have been no significant changes since the previous reporting period. The hybrid model remains effective, and employees continue to receive appropriate support, including ergonomic and assistive resources as needed. No barriers have been identified to date; however, we remain committed to addressing any that may arise.

2.3 Information and Communication Technologies (ICT)

Accessibility can be measured by how successfully a person with a disability can locate, get to, and understand the wanted or 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.

Barrier:

- a) Internal website, customer portal and systems have aspects that could be made easier to use or have better navigation for 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.

Action:

- a) Continued improvement to our website ensuring compliance with Web Content Accessibility Guideline (WCAG) requirements is on-going.
- b) We will continue to implement updates based on accessibility feedback that we receive.

Progress 2026:

ISP Telecom has identified potential internal and customer-facing web element enhancements to maintain Web Content Accessibility Guidelines (WCAG). This includes adding alternate text for website images and an increased contrast ratio between website foreground and background. ISP Telecom is committed to removing platform accessibility barriers and these adjustments have been added to the company's system development road map.

2.4 Communication, other than ICT

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

Barrier:

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

Action:

- a) Provide alternative formats for information upon request.
- b) We will 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 2026:

Key communication materials such as process training documents have been enhanced upon for improved reading comprehension. Website content, specifically in the 'About' and 'News' sections, have been updated and refined to ensure clarity for website users.

2.5 Procurement of Goods, Services and Facilities

ISP Telecom purchases various goods and services that support our services and 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 of internal procurement processes to identify and ensure accessibility requirements are part of the process.

Progress 2026:

The procurement policy review remains ongoing, with no significant changes since the previous reporting period. Efforts continue to focus on incorporating accessibility considerations and ensuring alignment 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.

Barrier:

- 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.

Action:

- a) We will continue to review our products and services in relation to the identification and removal of barriers as well as the prevention of new barriers.
- b) Review accessibility training.

Progress 2026:

Ongoing reviews of programs and services continued in 2026, with no new accessibility barriers identified.

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 that they have encountered at ISP Telecom. ISP will continue to consult people with disabilities to determine how we can improve accessibility at ISP Telecom.

Progress 2026:

ISP Telecom is committed to consulting with people with disabilities as part of its ongoing accessibility efforts. Currently, ISP Telecom provides employees and customers with opportunities to submit accessibility feedback and identify barriers through internal communications and the customer portal. We will continue to evaluate additional methods of engaging people with disabilities in the future.