

The Canadian government aims to achieve a barrier-free Canada by 2040. The development of our Accessibility Plan marks the initial steps we are taking as an organization to work towards this goal. This plan outlines the actions we intend to take by the end of 2025, including addressing identified barriers and preventing potential new ones. Additionally, it encompasses ongoing accessibility initiatives that we have already been working on. To create this plan, we are consulting with local government and disability advocacy groups to understand the current accessibility concerns within the telecommunications industry. We are taking their proposed solutions into consideration and will continue to engage with persons with disabilities as we implement and refine our plan. We are committed to reviewing our plan annually, publishing yearly progress reports, and building on our progress in future plans. This Accessibility Plan is current as of its publication date and may be subject to change in accordance with ACA and other applicable laws to reflect the evolving accessibility needs of our employees and customers, as well as our evolving business.

**Statement of Commitment:**

NetAccess is committed to providing accessible products and services to our clients and employees.

This 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 within our organization.

**Contact Information & Feedback Process:**

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

**Email:** [accessibility@netaccess.ca](mailto:accessibility@netaccess.ca). Please use the subject "Accessibility Feedback".

**Phone:** 1-905-524-2001 x240

**Mail:**

NetAccess Systems Inc.  
21 King Street West  
Suite 1500  
Hamilton, Ontario  
L8P 4W7

If you would like to be contacted in response to your concern, please let us know your preferred method of communication. Otherwise, we will respond to you through the same method that you used to contact us.

You also have the option of providing feedback anonymously. If you do, we will take note of your feedback through our usual internal process but will not respond to you directly.

Unless you elect to provide feedback anonymously, we will contact you in response to confirm receipt and to work with you on how we can best address the issue.

Any personal information you disclose to us while providing feedback on accessibility will be kept confidential unless consent to its disclosure is provided.

### **Alternative Formats:**

If you would like to request an alternative format of this plan, please contact us in one of the ways listed above. This plan can be provided in any one of the following ways within 45 days of request:

- Electronic Large Print Format
- Printed physical copy
- Audio recording
- Braille

### **Definitions:**

These key terms as defined in the Accessible Canada Act are used throughout this plan:

- **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.

Accessibility refers to how services, technology, locations, devices, environments, and products are designed with persons with disabilities in mind. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning and effort to make sure something is barrier-free for persons with disabilities. Accessibility benefits everyone.

- **Barrier:** means anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

- **Disability:** means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

**\*Principles** set out in section 6 of the *Accessible Canada Act*:

6 This Act is to be carried out in recognition of, and in accordance with, the following principles:

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

(d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;

(e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;

(f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and

(g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

- NetAccess will commit to a biannual review of hiring/HR processes to ensure barriers to employment are identified and removed.  
The technology specialists at NetAccess will perform an annual review of new technologies available to assist in accommodating special needs in the work place.  
Management of NetAccess will consistently reviewing any updates to the build environment and liaise with the building management to ensure needs are anticipated and met.
- NetAccess has and will continue to consult with staff regarding any potential work-place and hiring barriers.  
Decision makers at NetAccess have researched current accessibility issues and barriers as reported by disability organizations and will keep abreast of new developments, policies, and recommendations  
Staff of NetAccess are assigned to ongoing consultation with local advocacy groups and city hall liaisons  
Client surveys are being developed and distributed as part of the feed-back process
- All decisions and review processes are and will be based on section 6 principles.  
NetAccess maintains open policies in consideration of any specific needs of employees and clients.  
Management and staff at NetAccess create and maintain an open-minded culture with willingness to make accommodation as required.