

## **Accessibility Plan**

### *Overview*

CWC is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). Where the complete removal of barriers is unattainable, CWC will attempt to accommodate persons with a disability in an appropriate and effective manner. We believe in integration and equal opportunity, and thus we aim to create an inclusive culture.

### *Introduction*

Canadian Wireless Communications Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CWC is taking to meet those requirements and to improve opportunities for people with disabilities. Improving accessibility for people is essential. It helps us build a talented workforce and deliver the highest level of service.

Our plan shows how CWC will play its role in making Ontario an accessible province for all Ontarians.

### *Section One: Past Achievements to Remove and Prevent Barriers*

#### *1. Customer Service*

- CWC has established the requisite accessibility policies remained in compliance with the Customer Service Standard
- CWC has posted accessibility information at all of its retail locations and its website, which includes instructions on receiving feedback

#### *2. Information and Communications*

- CWC has established its multi-year accessibility plan and posted it on its website, and will provide it in an accessible format on request
- The plan was last reviewed and updated in 2019
- CWC will ensure that all new websites and significant updates to those sites conform with WCAG 2.0, Level A

- CWC encourage feedback about our accessibility, including customer service, our website, and employment practices.

Feedback can be submitted by calling us at 905-726-2652, emailing is at [privacy@canwireless.ca](mailto:privacy@canwireless.ca), or writing us at:

Canadian Wireless Communications Inc.  
Attn: Privacy Officer  
91 First Commerce Drive, Suite D10, Aurora, ON L4G 0G2

- CWC will ensure that all publicly available information is made accessible upon request.

### 3. *Employment*

- CWC has made all of its employment polices available in accessible format upon request
- All job postings will include the statement that we welcome and encourages applications from people with disabilities and that accommodations are available on request for candidates taking part in all aspects of the selection process
- We inform all job applicants selected for an interview that accommodation will be provided if necessary.
- CWC informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- CWC has developed and implemented an Employee Safety Plan
- CWC provides individual accommodation plans and return to work plans as needed

### 4. *Training*

- Every employee is trained in requirements of the Accessibility Standards referred to in the Integrated Accessibility Standards Regulation and on the Human Rights Code as it pertains to persons with disabilities as part of their onboarding process through the review and discussion the Company's policies as outlined in the Policy Manual
- Employees are also mandated to take 2 training courses within the first 5 days of employment:

*Accessibility Awareness:* During your interactions, you may encounter customers with accessibility needs. This course highlights the importance of recognize these needs, make everyone feel welcome, and provide all people with best-in-class service

*Accessibility Activation Flow:* A detailed course on the features and services available for customers with accessibility needs and how you can ensure they access, use and benefit from our products and services

### *Section Two: Future Strategies and Actions*

#### *1. Information and Communications*

- CWC will make all of its websites and web content accessible by December 31, 2020